

Everfast Fiber Networks Network Management Policy

1. Introduction

This Network Management Policy outlines the rules and procedures for the use and management of our network infrastructure. Our goal is to provide all our customers with a secure, efficient, and reliable network environment that supports their use of all lawful products, applications or services. For the purposes of this Policy, Everfast Fiber Networks LLC will be referred to as “Everfast,” “we” or “our.”

One integral part of providing this network environment is the implementation of the reasonable network management practices that are described below. Another integral part is the various policies, terms and conditions, located here [\[hyperlink\]](#). This Policy does not change the rights or obligations or either Everfast or the customer under those other policies, terms and conditions.

2. Network Security

We implement robust security measures and generally accepted best practices and policies to (a) protect customer data from unauthorized access, modification, or disclosure, (b) protect our network from threat and (c) prevent the negative impact of threats such as viruses, worms, denial of service attacks, spam, and other unwanted or harmful online content and activities. All systems on our network are authenticated, and connections must be authorized by our IT department.

As part of these protective efforts, Everfast reserves the right to act at any time to protect the integrity of its network. These actions may include terminating or suspending service to customers who engage in activity that violates Everfast’s Terms of Service or Acceptable Use Policy.

If you experience any network security issues, please contact Everfast at 913-825-3000.

3. Network Performance

We monitor resource usage to ensure optimal system performance. We strive to provide a seamless and uninterrupted network experience for all our customers.

In the unlikely event that the aggregate demand of our customers exceeds the available capacity of our network and creates severe congestion, Everfast will take various actions to ensure that customers continue to have a positive experience.

When there is severe congestion Everfast will allocate available bandwidth among its customers in a fair and equitable manner:

- without regard to the customers’ online activities or the protocols or applications that the customers are using.
- such that customers will be able to use the lawful content, services, and applications of their choice albeit with slower download and upload speeds and slower response times.

The extent of Everfast’s inspection of traffic over its network is limited IP, TCP, and UDP headers. Everfast does not drop specific types of end-user Internet traffic or perform deep-packet inspection except as described in this Policy and then only to preserve the integrity of the network and protect against the negative impact of Internet threats.

The only condition Everfast imposes on the products or services that its customers use on Everfast's network is that such products and services do not violate Everfast's service terms and conditions. Other than as addressed in this Policy and in Everfast's other policies and terms of service, Everfast expresses no preference for any products, services or applications.

Everfast's advertised speeds for its various internet service offers are the maximum speed a customer may expect to be achieved for those offers. The actual speed of Everfast's services may vary from time-to-time due to several factors which include, but are not limited to:

- the capability of the customer's device used
- the capability of the network between the customer's device and Everfast's network
- the capability of websites or other internet services accessed by the customer
- Content Delivery Networks capacity and connectivity
- network congestion/other internet traffic

Everfast offers a speed test [\[hyperlink\]](#) for its customers.

Everfast's current service offers are found here [\[hyperlink\]](#).

4. Network Changes

Any changes to the configuration of our active network management devices are made such that our network remains stable and secure.

5. Compliance

We adhere to all relevant laws and regulations regarding data protection and privacy. We also comply with industry best practices for network management.

6. Equipment

Devices that meet the following criteria may be attached to our network:

- support IPv4 and/or IPv6 via Ethernet
- Wi-Fi technologies
- do not violate our Terms of Service [\[hyperlink\]](#)
- do not cause harm to our network, our customers, or the provision of Internet access

The configuration and capabilities of the devices may affect the user experience.

Wi-Fi Routers: Everfast requires that customers using hybrid fiber/cable internet service use the modem provided by Everfast. Customers using our fiber internet service may choose to provide their own modem. In both cases, customers must provide their own routers.

Everfast's customers are responsible for all activity that occurs over their connections to our network. This includes any unlawful use by third parties.

Everfast recommends that each one of its customers use encryption while using Wi-Fi. By doing so, customers can prevent unknown or unauthorized third parties from accessing the customer's network via the wireless pathway between the customers' devices and the customers' Wi-Fi router. Wi-Fi encryption does not encrypt traffic that a customer sends over the internet.

Everfast VoIP Phone Service

The Voice over Internet Protocol (VoIP) telephone service that Everfast offers to customers shares capacity with the internet connection to customers' premises. To provide customers with a consistently high-quality service, we may use certain network management practices related to Everfast VoIP Phone Services, including:

- Limiting or suspending:
 - usage that we reasonably suspect is unlawful, fraudulent, or does not comply with our Acceptable Use Policy.
 - heavy, continuous usage that adversely impacts our network's performance or hinders access to our network.
- Restricting access to certain categories of telephone numbers or to specific telephone numbers.
- Not providing calling capability, including connections to certain geographic locations and special services numbers.

7. Customer Support

Our customer support team is available 24/7 to assist with any network-related issues or concerns. We are committed to providing prompt and effective support to all our customers.

7. Privacy

Everfast's Privacy Policy [\[hyperlink\]](#) provides information related to the collection, use and sharing of customer and other information.

8. Policy Updates

This policy, and the practices described in it, may be updated from time to time to reflect changes in Everfast's network management practices. We will notify all customers of any significant changes.