



NETWORK MANAGEMENT POLICY

UPDATED 10/3/2024

Palo Communications provides this Network Management Policy (“Policy”) in accordance with FCC’s requirements which seek that all internet providers (“ISPs”) disclose information about their network practices, performance characteristics and commercial terms of their broadband internet services. This Policy ensures that you have sufficient information about our network prior to selecting any of our broadband services.

REQUIRED PUBLIC DISCLOSURES:

1. **Blocking**

Palo Communications does not block access to lawful content or otherwise prevent end user(s) access to lawful content, applications, service, or non-harmful devices.

2. **Throttling**

Palo Communications does not throttle, degrade or impair access to lawful internet traffic on the basis of content, application, service, user, or use of a non-harmful device.

3. **Affiliated Prioritization**

Palo Communications does not favor some traffic over other traffic, including through use of techniques such as traffic shaping, prioritization, or resource reservation, to benefit an affiliate.

4. **Paid Prioritization**

Palo Communications does not engage in paid prioritization.

5. **Congestion Management**

Palo Communications monitors its network on a continuous basis to determine utilization and reinforces with additional capacity in areas where growth identifies a need. If, and when, congestion emerges, Palo Communications employs several measures to ensure a positive customer experience and relieve congestion.

6. **Application Specific Behavior**

Palo Communications does not engage in any application specific behavior on its network, unless it is in connection with a security measure in accordance with the company’s terms of service. Palo Communications customers have full access to all lawful content, services, applications and devices the broadband services have to offer.

7. **Device Attachment Rules**

Palo Communications may recommend, and in many instances provide, for best customer experience wireless modems, routers, or other gateway devices to be used in connection with their services. Notwithstanding the above, customers may attach devices of their selection, provided these do not affect the company’s network or clients.



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8. Security

Palo Communications employs practices to ensure end user security and security of the network, protecting the network from the distribution of viruses and spam emails, and the engaging of other malicious behavior.

PERFORMANCE CHARACTERISTICS

1. Service Description

A general description of the service, including the service technology, expected and actual access speed and latency, and the suitability of the service for real-time applications.

The actual or typical speed that a customer will experience while using the Palo Communications services depends upon a variety of conditions, many of which are beyond the company's control, which includes but is not limited to (1) performance of customer's device; (2) type of connection between customer's device and the ONT; (3) congestion at the website or destination; (4) website restrictions on the speed a visitor can download information from their site; (5) others.

Latency varies based on any number of factors, most importantly the distance between a customer's computer and the ultimate internet destination (as well as the number and variety of networks your packets cross), it is not possible to provide customers with a single figure that will define latency as part of a user experience.

COMMERCIAL TERMS

1. Price

Information as to Palo Communications internet offers can be found at the website:

<https://www.palotelephone.com/>

2. Privacy Policies

Palo Communications Privacy Policy can be found <https://www.palotelephone.com/>

If you have any questions or concerns about Palo Communications, please visit Palo Communications at website <https://www.palotelephone.com/> or contact customer service at 319-851-3431