Sea Ranch Connect strives to ensure transparency in our network management practices and to deliver exceptional Internet access to all of our subscribers. This document outlines our policies, practices, and procedures for managing our broadband network to provide you with high-quality internet services while adhering to applicable legal and regulatory requirements.

## 1. Network Management Overview

Sea Ranch Connect does not engage in blocking, throttling, or paid prioritization of internet traffic. Our network management practices are designed to ensure an open, neutral, and high-performing internet experience for all users. We implement management strategies that are non-discriminatory and consistent with industry standards to maintain network reliability, security, and optimal user experience. Below are detailed aspects of our network management policies:

### 1.1. Congestion Management

Sea Ranch Connect does not intentionally manage network traffic to reduce congestion except under extreme circumstances. During peak periods, network congestion may occasionally occur due to increased user demand, particularly in areas with heavy traffic. In these cases, traffic is managed on a "first come, first served" basis, and all users have equal access to bandwidth.

We continually invest in our infrastructure to minimize the risk of congestion. Our fiber-optic technology is designed to offer high-capacity bandwidth, ensuring minimal latency and high speeds, even during peak hours. If temporary congestion arises, Sea Ranch Connect does not prioritize specific types of traffic over others.

### 1.2. Application-Specific Behavior

Sea Ranch Connect does not limit or prevent users from using any legal online applications, services, or protocols. However, in the event of network security concerns (such as viruses, spam, or other malicious attacks), temporary measures may be taken to safeguard the integrity of the network. These measures are automated and are only enacted when there is a clear and imminent threat to the overall stability and security of the network.

### 1.3. Security Measures

Network security is a priority at Sea Ranch Connect. To protect our customers and the network, we use industry-standard practices to mitigate risks such as Distributed Denial of Service (DDoS) attacks, viruses, malware, and phishing schemes. These security measures are essential to maintaining the performance and reliability of the network and are not used to hinder or interfere with lawful internet use.

### 1.4. Device Attachment Rules

Sea Ranch Connect allows customers to attach any device that is compatible with the service and compliant with industry standards, provided that it does not harm the network or other users. Devices must support the appropriate Wi-Fi standards and Ethernet protocols to ensure they function correctly within our network. If a device is found to negatively impact network performance or security, Sea Ranch Connect reserves the right to temporarily limit or block the use of that device until the issue is resolved.

### 1.5. Network Performance

Our fiber-optic network is designed to provide fast and reliable internet access. Sea Ranch Connect offers different service tiers with advertised speeds that vary depending on the package selected. We monitor network performance regularly to ensure customers receive the best possible experience. Factors affecting network performance may include:

- Capability of customer personal devices (OS, physical port, or wireless capabilities)
- The performance of third-party services or websites (e.g., content delivery networks)

### 1.6. Blocking and Throttling

Sea Ranch Connect does not engage in any form of blocking or throttling of internet traffic. All legal content, services, and applications are treated equally, and we do not restrict access to any specific websites or services. We do not impair or degrade internet traffic based on its source, destination, or content, except in cases of network security risks as outlined in the security measures section.

### 1.7. Paid Prioritization

Sea Ranch Connect does not engage in paid prioritization of internet traffic. We do not offer faster or slower access to online services or applications based on financial arrangements with content providers. Our network remains neutral, ensuring an equal and open internet for all users.

### 1.8. Data Caps and Allowances

Sea Ranch Connect offers service packages with unlimited data. We do not impose data caps, and there are no usage-based allowances or overage fees. Our goal is to provide customers with the freedom to use the internet without concerns over data limits.

### 1.9. Zero-Rating

Sea Ranch Connect does not engage in zero-rating practices. We do not exempt certain applications, services, or websites from data usage measurements, and no third-party services are favored through our network.

### 1.10. Traffic Monitoring

Sea Ranch Connect monitors network traffic to ensure the proper operation and performance of the network. This monitoring is automated and used only for operational and diagnostic purposes, such as identifying and mitigating network issues, optimizing performance, or preventing illegal activity.

Data collected through traffic monitoring is used solely for internal purposes and is not shared with third parties except as required by law. Our monitoring practices respect customer privacy and adhere to all applicable privacy laws and regulations.

## 2. Impact on End Users

Sea Ranch Connect's network management practices are designed to be minimally intrusive while ensuring the best possible internet experience for our users. Our practices aim to:

- Ensure all users have equal access to bandwidth.
- Prevent illegal activity and protect network security.
- Provide high-speed, reliable service without data caps or restrictions on lawful internet use.

We are committed to offering transparent information about how our network is managed and how it may impact your internet use. Should you have any concerns about network performance or questions about our practices, please reach out to our customer support team for further information.

## 3. Complaints and Customer Inquiries

Sea Ranch Connect is committed to customer satisfaction and transparency. If you have any questions, concerns, or complaints about our network management practices or services, please contact us:

- Email: support@SeaRanchConnect.org
- Phone: (888) 556-9718
- Website: www.SeaRanchConnect.org

We will respond promptly and work diligently to resolve any issues you may experience with our service.

This document will be reviewed and updated periodically in accordance with FCC regulations and evolving industry standards.

By maintaining transparency in our network management policies and practices, Sea Ranch Connect aims to ensure that customers receive the high-quality, unrestricted internet experience they deserve. Thank you for choosing Sea Ranch Connect as your trusted internet service provider.