Rowe Internet Network Management Practices

Last Update: January 2, 2017

Rowe Internet uses reasonable network-management practices to help accomplish the following goals:

- Allow customers to access and use any legal Web content they prefer
- Mitigate network congestion, which can interfere with customers' preferred online activities
- Promote customer compliance with our Acceptable Use Policy and Residential Services Agreement
- Help prevent customer harm or inconvenience from malicious or illegal traffic.

In pursuing these goals, we are mindful of the dynamic nature of customer Internet habits and related public-policy discussions. Accordingly, while we are confident our network-management practices are reasonable, equitable, minimally intrusive, and consistent with FCC regulations, those practices are not static; they are actively reviewed and refined in order to provide our customers with the best possible Internet experience. To that end, we occasionally conduct short-term tests of new network-management techniques. If such techniques are adopted for regular or extended use, we will include a description of them on this page, along with other applicable updates to the following information about our current, established practices.

- We regularly invest in additional fiber nodes, network equipment and facilities to make available more bandwidth per home and greater downstream and upstream system capacity. We do not throttle network connections beyond a customer's subscribed package shaping. We continually upgrade our infrastructure as needed to avoid congestion and oversubscription.
- On residential accounts, we do not allow any home-based server connections and we block ports 25, 68, 80, and certain others, to enhance network security and performance. To help prevent parties with malicious intent from compromising or disrupting our network, we do not publish all blocked ports.
- Based on the experience of our engineering team and our network monitoring of alerts, virus alerts, atypical packet swarms, IP addresses and continent codes known or deemed to be abusive, we strive to intercept spam, viruses, denial-of-service attacks, and other malicious or illegal Internet traffic.
- To help prevent disruption to Internet service, we do not support customer owned routers/equipment or non-approved devices, nor do we allow certain other devices (such as routers and modems capable of generating broadcast storms) to connect to our network. In addition, we do not allow devices with cloned MAC addresses to connect to our network because the use of such devices is not acceptable and may be prohibited by law.
- Residential customers are prohibited from using or running dedicated, stand-alone equipment, servers, or programs for commercial or other non-personal reasons, including but not limited to email, Web hosting, file sharing, and proxy

services or servers (e.g. FTP, file, or game servers). For further information regarding prohibited uses, see our Acceptable Use Policy.
- In most of our service areas, we DO NOT apply monthly data plans. We do reserve the right to monitor and apply caps to residential Internet accounts who abuse our network or acceptable use policy. In those cases, customers may be required to upgrade to sustain their usage habits, additional packaged are available for an additional fee. Rowe Internet also reserves the right to cancel service at any time without notice to the customer if it suspects any DOS, DDOS, port scanning, or other type of network attack.
- Rowe Internet does not prioritize any affiliate traffic paid or unpaid.
- We prioritize Rowe Internet voice packets to provide priority quality of service to our phone customers.
- Rowe Internet may limit the bandwidth available to individuals whose usage materially exceeds the typical customer usage.
- Rowe Internet utilizes QOS, MPLS, VPN, Shaping, Policing, Switching, Routing, and other techniques across its network to improve the flow of customer data through our network in an effort to ensure the best level of service.
- Rowe Internet prioritizes Government, Business, Educational, Public safety, and other entities traffic and repairs of services over residential accounts.
- Rowe Internet utilizes encryption technologies to secure customer accounts, connections, and network infrastructure.

Performance Characteristics

Fixed Wireless: Rowe Internet utilizes microwave wireless technologies to connect customers. Actual speeds vary based on subscription and range from 1Mbps to over 100Mbps residential and 1Mbps to 1000Mbps business. Typical latency is under 100ms on all network segments.

Commercial Terms

Pricing is monthly recurring charges based on subscribed package. Each package offers a unique upload and download speed and pricing varies based on package.

Privacy Policy

For questions about our network-management practices, services, or policies that are not addressed by the information provided here, please email us at support@roweinternet.com .