

CRRS TV

INTERNET TRAFFIC MANAGEMENT POLICY – NOVEMBER 1st, 2011

Purpose

Our goal is to provide the best possible online experience for all valued customers, as Internet traffic changes and network usage continues to grow.

Why will CRRS TV manage traffic on its network?

Effective December 1st 2011, CRRS TV will employ traffic management practices on its network to ensure all subscribers receive an optimal Internet experience. Since the Internet has changed and the way we use it has evolved, service providers are dealing with exponential growth on limited capacity networks – CRRS TV has to implement traffic management for this reason. Our policy is to ensure that it does not improperly restrict, inhibit or degrade any subscriber's use of the service. We feel this is the best method of managing traffic, rather than moving to a "Usage Based Billing" model – where users are billed for excessive usage each month.

Which applications or protocols will be managed?

CRRS TV will not manage traffic by specific applications or protocols (e.g. P2P, VoIP, gaming, etc). We will instead determine the amount (but not content or type) of traffic utilized by individual subscribers.

We will not specifically block any protocols, content or traffic for the purposes of traffic management.

How will this be implemented?

CRRS TV will be using several traffic management techniques to ensure every user has fair but unrestricted network access, in an effort to maintain overall network performance.

We WILL NOT manage traffic during off-peak hours of 12:00AM (midnight) to 8:00 AM – usage during this period is FREE.

Throughout the day, traffic management will measure each subscriber's overall data usage – this will be calculated several times daily and compared to the subscriber's package.

During peak hours, traffic management will target high-volume patterns – to ensure network access is distributed fairly and prevent congestion in the shared network.

How much usage am I allowed?

Data usage is calculated on a daily basis – meaning each calendar day is a new usage period. Usage outside the specified period is considered **FREE** and not calculated.

Each Internet package will include a “soft” data limit for that usage period. Each subscriber’s usage will be calculated for the same period, and once the usage reaches the package limit, usage thereafter will be subject to a temporary speed limit until the next usage period.

All subscribers are able to track and monitor their usage through our Usage Reporting web site:

<http://usage.crrstv.net>

Table 1 – Soft Data Limits for Current Packages

Type	Package	Period	Limit (MB)
Residential	5 Mbps	8:00AM – 12:00AM	2000 MB
Residential	10 Mbps	8:00AM – 12:00AM	4000 MB
Residential	20 Mbps	8:00AM – 12:00AM	6000 MB
Business	5 Mbps	8:00AM – 12:00AM	2500 MB
Business	10 Mbps	8:00AM – 12:00AM	5000 MB
Business	20 Mbps	8:00AM – 12:00AM	6500 MB

Table 2 – Soft Data Limits for Expired Packages (no longer available)

Type	Package	Period	Limit (MB)
Residential	X8	8:00AM – 12:00AM	3000 MB
Residential	X12	8:00AM – 12:00AM	5000 MB
Business	X8	8:00AM – 12:00AM	3500 MB
Business	X12	8:00AM – 12:00AM	6000 MB

What are my options if I exceed my data limit?

We understand that some locations have multiple users (within the same immediate residence or business) and sharing a connection may lead to increased usage. In other instances unauthorized users or worms, viruses or trojans are responsible for unexplained usage. All users are strongly encouraged to protect their computers & wireless networks to prevent this from happening.

We recommend using off-peak hours for large file transfers (such as updates or backups) since we do not include usage during these hours.

Subscribers who are exceeding package limits are advised to upgrade to the next available package tier – eg. from 5Mbps to 10, or 10 to 20. Subscribers are solely responsible for monitoring their own usage.

CRRS TV RESIDENTIAL AND/OR BUSINESS CUSTOMERS MAY NOT RESELL, SHARE, OR OTHERWISE DISTRIBUTE THE SERVICES OR ANY PORTION THEREOF TO ANY THIRD PARTY WITHOUT THE WRITTEN CONSENT OF CRRS TV.