GTC Network Management Policy

Effective Date: [Insert Date]

1. Network Practices

a. Congestion Management

We do not actively throttle, cap, or limit your speeds based on online activity. During rare times of network congestion, we may prioritize time-sensitive traffic (like voice or video conferencing) over less time-sensitive activities (like large downloads) to maintain service quality for everyone. This is done automatically and does not target specific users or services.

b. Application-Specific Management

GTC does not block or throttle lawful content, applications, services, or non-harmful devices. We do not engage in paid prioritization or favor certain applications or websites.

c. Device Attachment Rules

Customers may attach any lawful and non-harmful device to our network, such as routers or Wi-Fi systems, as long as it does not interfere with our network or other customers' service.

2. Performance Characteristics

a. Service Speeds

GTC offers a range of speeds suitable for streaming, browsing, gaming, and working from home. Actual speeds may vary based on your location, the device you use, and internet traffic conditions.

b. Latency and Reliability

Our fiber-optic and broadband services are designed to support low-latency applications like VoIP and video conferencing. We work to ensure a reliable and consistent internet experience.

3. Data Usage and Caps

GTC does not impose data caps or usage-based throttling on our broadband services. Customers are free to use their service as needed within the scope of lawful activity and compliance with our Terms of Service.

4. Network Security

We employ reasonable measures to protect our network and our customers, including:

- Monitoring for harmful traffic (e.g., DDoS attacks, viruses)
- Rate-limiting or temporarily blocking harmful traffic

- Restricting access to IP addresses or domains associated with threats

These measures are used only to protect the network and our customers-not to restrict lawful content.

5. Commercial Terms

a. Pricing

Detailed pricing information, including speeds and terms, is available at https://www.gtconline.com or by calling us at (912) 523-5111.

b. Privacy

GTC does not monitor or inspect your internet usage, except as required by law or to protect our network. We do not sell your browsing data.

6. Contact

If you have any questions or concerns about our network management practices, contact us:

Glenwood Telephone Company

Phone: (912) 523-5111

Website: https://www.gtconline.com

Email: support@gtconline.com