

# **Zirrus**

## **Transparency Disclosure**

Zirrus (“Zirrus” or “Company”) provides this Disclosure in order to describe its network management practices in accordance with the FCC’s Open Internet and Transparency Rules. Information about Zirrus’ other policies and practices concerning broadband are available at [www.zirrus.com](http://www.zirrus.com) (“Zirrus Website”).

Zirrus manages its network to ensure that all of its customers experience a safe and secure broadband Internet environment that is fast, reliable and affordable. Zirrus wants its customers to indulge in all that the Internet has to offer, whether it is social networking, streaming videos and music, to communicating through email and videoconferencing.

Zirrus manages its network for a number of reasons, including optimization, as well as bandwidth utilization and security-protocol management. Zirrus’ customers generally will not be impacted by the protocols and practices that Zirrus uses to manage its network.

### **Zirrus’ Network Management Practices**

Zirrus uses various tools and industry standard techniques to manage its network and deliver fast, secure and reliable Internet service. Such management tools and practices include the following:

#### **I. Managing Bandwidth Utilization**

Zirrus manages bandwidth utilization by periodically monitoring every interface throughout its core network. Zirrus uses software that takes snapshots and produces graphs at regular intervals to depict bandwidth utilization. This method is used and checked daily. Zirrus manages bandwidth usage on its network in the aggregate and in order to decrease instances of congestion on the network, Zirrus may increase its backbone and uplink capacity. Zirrus is currently transitioning its subscriber network to Fiber-To-The-Home (FTTH) technology.

On Zirrus’ network, all customers have access to all legal services, applications and content online and, in the event of network congestion, most Internet activities will be unaffected. Zirrus has re-designed its network to add redundancy in both hardware and fiber ensuring traffic will re-route around any network issue without the end-user realizing a change has occurred.

Customers exhibiting conduct that abuses or threatens the Zirrus network or which violates the company’s [Acceptable Use Policy](#), Internet service Terms and Conditions, or the [Internet Service Agreement](#) will be asked to stop any such use immediately. A failure to respond or to cease any such conduct could result in service suspension or termination.

Zirrus' network and bandwidth utilization management practices are 'application-agnostic', based on current network conditions, and are not implemented on the basis of customers' online activities, protocols or applications. Zirrus' network management practices do not relate to any particular customer's aggregate monthly data usage.

## **II. Network Security, Application Specific Behaviors, & Device Attachment Rules**

Zirrus knows the importance of securing its network and customers from network threats and annoyances. The company has implemented Greymail to filter customers' incoming emails and quarantine any messages that may be perceived as a threat. Customers may access and control whether these messages are kept or discarded. Customers may forward any messages deemed safe to the customer's inbox. Greymail may be viewed for 14 days and it is then deleted. Greymail is accessible by logging into Webmail or by going to the MyAccount login.

Except as may be provided elsewhere herein, Zirrus does not currently engage in any application-specific behaviors nor does it employ any device attachment rules for its network.

## **III. Blocking**

As its normal practice, Zirrus does not block any protocols, content or traffic for purposes of network management except that the company may block or limit such traffic as viruses, malware, or denial of service attacks to protect network integrity and the security of our customers. Protocols that are heavily used for malicious activity and rarely used for legitimate traffic are, or may become, blocked long-term.

## **IV. Throttling**

Zirrus does not engage in any practice that degrades or impairs access to lawful Internet traffic on the basis on content, application, service, user, or use of a non-harmful device.

## **V. Affiliated Prioritization**

Zirrus does not engage any practice that directly or indirectly favors some traffic over other traffic including through the use of techniques including traffic shaping, prioritization, or resource reservation to benefit an affiliate. Please see Specialized Services below for a description of traffic-type and VLAN prioritization that Zirrus does employ.

## **VI. Paid Prioritization**

Zirrus does not employ any practice that directly or indirectly favors some traffic over other traffic including through the use of techniques including traffic shaping, prioritization, or resource reservation in exchange for consideration, monetary or otherwise.

## **VII. Monitoring Schedule**

Zirrus monitors the aggregate bandwidth utilization on its network daily. Zirrus also checks for abnormal traffic flows, network security breaches, malware, loss, and damage to the network. If a breach is detected or high volume users are brought to light by complaint, Zirrus provides notification to the customer via email or phone. If a violation of Zirrus' policies has occurred and such violation is not remedied, Zirrus will seek to suspend or terminate that customer's service.

## **VIII. Network Management Technology**

Zirrus employs a variety of industry-standard tools, applications and devices to monitor, secure and maintain its network, including technology network graphing solutions, which Zirrus uses to analyze the condition of its network.

## **VIII. Service Descriptions**

A description of Zirrus' broadband service and pricing may be found [here](#).

## **IX. Network Performance Characteristics**

Zirrus makes every effort to support advertised speeds. The company recommends speedtest.net where its customers may test actual download and upload speeds. Zirrus strives to meet internal service level targets. However, customer's service performance may also be affected by one or more of the following:

- (1) the particular websites being accessed;
- (2) capacity in the public Internet beyond Zirrus' network;
- (3) customer's computer and equipment (including wireless router);
- (4) inside wiring at customer's premise.

## **XI. Specialized Services**

Zirrus provides Internet-Protocol-Television (IPTV) services to end users. Throughout the core of the network, IPTV and voice traffic are prioritized over data by segregating into separate virtual router functions within each router. In this way, both IPTV and voice maintain separate routing processes from data traffic. In the last mile, voice, data and IPTV traffic are separated into separate virtual local area networks (VLANs). No VLAN is given priority over another at this time.

## **XII. Commercial Terms**

In addition to this Network Management Policy, patrons may also find links to the following on Zirrus' website:

- [Frequently Asked Questions \("FAQs"\)](#)
- [Acceptable Use Policy](#)
- [Internet Service Agreement](#)
- [Broadband Service Offerings and Rates](#)
- [Privacy Policy](#)

For questions, complaints or requests for additional information, please contact Zirrus at:

336-463-5047