



Network Management Practices

1. Introduction

KUB Fiber is committed to providing fast and reliable internet access to our customers. We invest significant resources in our fiber-optic network to ensure a smooth experience for all users. This policy outlines how we manage our network to deliver high-quality service while maintaining a fair and open environment.

2. Service Description

KUB Fiber offers a variety of internet plans and network services with different data transfer speeds and features. Customers can expect to receive the speeds advertised in their service agreement.

3. Network Management Practices

- **Network Neutrality:** KUB Fiber adheres to the principles of network neutrality. We do not prioritize any specific type of internet traffic, application, or service over another, with limited exceptions outlined in Section 4 (Specialized Services).
- **Congestion Management:** Due to the high capacity of our fiber network, congestion is unlikely. However, KUB Fiber employs a multi-tiered QOS classification system to ensure traffic is prioritized according to service class in case of excessive network load. KUB proactively monitors network conditions and works to increase capacity where needed to prevent the use of this system under normal network conditions. These practices are designed to be fair, transparent, and minimally disruptive to customer experience.
- **Security Practices:** We actively monitor our network for malicious activity and take steps to mitigate security threats. However, we are not responsible for protecting individual customer devices from malware or viruses. Customers are encouraged to use appropriate security software on their devices.

4. Specialized Services (Optional)

In some limited cases, we may offer specialized services with prioritized bandwidth for specific applications, consistent with net neutrality principles. These services would be clearly defined and offered as separate plans with customer consent.

5. Application-Specific Behavior Practices

KUB Fiber currently does not block any specific applications or classes of applications. We strive to deliver all traffic at the customer's provisioned speed. However, we do utilize network management tools to enforce Quality of Service (QoS) for applications sensitive to delay or jitter, such as VoIP, time-sensitive data transfers, and video traffic.

6. Device Attachment Rules



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KUB Fiber generally allows customers to attach any single lawful device to its network via the provided optical network terminal (ONT) so long as it does not impede the provision of internet access service, harm the network, enable theft of service enables a violation of KUB Fiber's [Acceptable Use Policy](#) or any terms of service, or harms other users of the service. Customers requiring additional connections can explore [managed router solutions](#) offered by KUB Fiber.

7. Security

KUB Fiber proactively monitors the flow of traffic across our network in order to maintain operational integrity and protect our customers. KUB uses a variety of network monitoring tools to protect our customer's data in accordance with the KUB Fiber [Privacy Policy](#). KUB Fiber continually upgrades its security and network management tools based on technology advancements and network needs. KUB reserves the right to block malicious traffic as needed to provide our customers a reliable and high performing fiber network.

8. IP Addressing

KUB Fiber internet services are configured to use an internet protocol address, which may be a publicly routable Internet Protocol address or a privately managed IP address utilizing Carrier Gateway NAT (CGN) technology.

9. Usage Terms & Conditions

Customers can consult KUB Fiber's general [Fiber Policies and Regulatory Information](#) as well as [internet pricing plans](#) for more information about their internet service.



10. Service Performance

The service speeds identified in KUB Fiber's marketing materials and other communications reflect service capability speeds when service is offered based on speed tiers. The high-end of the speed range in a service tier represents the wired maximum speed capability in that service tier from the optical network terminal (ONT) provided by KUB but is not a statement or guarantee of the maximum speed you will receive.

Several factors can affect the speed a customer will experience, including:

- The type of customer-owned equipment in use
- The number of other users on any particular portion of the network
- Interference mainly seen in WIFI connections
- The wiring inside the customer premises
- The capacity or performance of connected computers, devices, and WIFI

The speed you receive at a point in time may vary and may be less than your maximum speed, depending on factors such as:

- The composition of the information or files being accessing
- Usage and traffic on the larger internet, beyond KUB's network boundary
- The server with which you are communicating
- The networks you and others are using when communicating

11. Contact Us

For more information or for specific inquiries regarding KUB Fiber's network management practices, please contact us at:

kubfibersupport@kub.org or call [865-524-2911](tel:865-524-2911)

This policy is subject to change without notice. This policy does not constitute a service level agreement and does not create any legal rights or obligations beyond those outlined in our customer agreement.