



# Buffalo Fiber

Fast. Local. Reliable.

**SUBJECT:** Buffalo Fiber Network Management Policy

**POLICY#:** 10012024

**EFFECTIVE DATE:** October 1, 2024

## **POLICY:**

To establish and outline the Network Management Policy utilized by Buffalo Fiber for practices related to Network Performance, Congestion Management, Device Attachment, Security Measures, and Customer Service Redress. This policy is aiming to maintain transparency, uphold best practices, and ensure optimal customer experience.

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## **Network Overview**

Buffalo Fiber operates a high-speed fiber-optic broadband network designed to deliver internet services to homes and businesses in the community. Our fiber-to-the-home (FTTH) network architecture ensures that customers receive high-capacity, reliable connections.

Buffalo Fiber is committed to a network management approach that is in line with industry best practices while maintaining transparency, fairness, and performance for all customers. Our network management practices are in place to ensure the stability and integrity of our services, enabling uninterrupted access to the open internet.

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## **Network Management Practices**

### **Congestion Management**

At present, Buffalo Fiber's network has sufficient bandwidth to accommodate all customers, so we do not employ active congestion management techniques. Our infrastructure is continuously monitored to ensure adequate bandwidths for all users. If future congestion becomes an issue, we reserve the right to implement appropriate congestion management strategies to maintain service quality for all users.

### **Application-Specific Behavior**

Buffalo Fiber does not block, throttle, or rate-limit specific protocols or applications. All traffic is treated equally in a protocol-agnostic manner, and we support network neutrality principles. We may, however, employ monitoring technologies to mitigate DDoS attacks or other forms of malicious network activity to protect our customers and our network.

- **Blocking:** We do not block lawful internet content, applications, or services.
- **Throttling:** No speed throttling is applied based on protocol or application usage.
- **Content Prioritization:** Buffalo Fiber does not engage in paid prioritization or favor specific applications or traffic.

## Device Attachment Rules

### Security Practices

Buffalo Fiber employs industry-standard security measures to protect both the network and its users. Key security practices include:

- **DDoS Mitigation:** Buffalo Fiber uses advanced monitoring to identify and mitigate DDoS attacks in real-time.
- **Network Isolation:** Customer data is kept isolated from other users to prevent unauthorized access.
- **Encryption:** Encryption is applied where appropriate to secure sensitive customer data.
- **Law Enforcement Compliance:** Buffalo Fiber complies with federal and state laws regarding lawful interception requests, such as CALEA.

Triggers for invoking security measures include, but are not limited to, suspected malicious activity, network anomalies, or DDoS attacks.

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## Performance Characteristics

### Service Technology

Buffalo Fiber utilizes GPON and XGSPON technologies to deliver fiber-optic broadband services to customers. Our network architecture allows for a scalable, high-speed service with minimal failure points due to the passive nature of the network.

- **Expected Speeds:** Service speeds range from 100 Mbps to 10 Gbps depending on the service plan selected. Speeds may be affected by external factors such as internet backbone congestion or content provider limitations.
- **Latency:** Our network typically experiences latency of 3 milliseconds or lower under normal conditions, with local network performance designed to support real-time applications such as VoIP and video streaming.

### Suitability for Real-Time Applications

Buffalo Fiber's network is optimized for high-performance real-time applications. This includes support for video conferencing, streaming services, online gaming, and other latency-sensitive applications.

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## Customer Privacy & Network Inspection

Buffalo Fiber respects customer privacy and adheres to applicable laws. Network traffic is monitored solely for network management and security purposes. Buffalo Fiber does not engage in deep packet inspection except as required to mitigate security risks such as DDoS attacks or to comply with lawful requests from regulatory authorities.

- **Third-Party Access:** We do not sell or provide access to customer data to third parties, except where legally required.
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## Customer Redress Options

Buffalo Fiber is committed to addressing customer concerns and resolving service issues promptly. Customers experiencing problems may contact our technical support center to log a service issue, which will be addressed based on severity.

- **Trouble Tickets:** Customer complaints are logged as trouble tickets, and service priorities are assigned based on the scope and impact of the issue.
- **Escalation Process:** If issues cannot be resolved by our support team, they are escalated to higher technical teams or, where necessary, third-party vendors for resolution.

Buffalo Fiber retains trouble ticket logs for performance tracking and future reference.

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## Termination of Service

Customers who violate the Network Management Policy or Acceptable Use Policy may be subject to suspension or termination of service. A written warning will be issued for first-time violations, but Buffalo Fiber reserves the right to immediately terminate service if the violation endangers the integrity of the network or other customers.

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## Policy Updates

Buffalo Fiber's Network Management Policy will be updated as necessary to adapt to technological advances or changes in industry standards. Customers will be notified of any major updates that could impact their service experience.