

Service Description

Service Offerings

GRM Broadband

- Connection speeds up to 6Mbps download/ 1Mbps upload

SuperNet 15 (residential)

- Connection speeds up to 15Mbps download/ 3Mbps upload

SuperNet 15 (business)

- Connection speeds up to 15Mbps download/ 3Mbps upload

Performance

Choose a speed test site outside of GRM to offer the customer as a test site.

Grand River Mutual suggests that customers of GRM check their performance speeds at some of the available speed tests sites. GRM is in no way affiliated with any speed test site and customers of GRM are encouraged to use any site of their preference. Below is a list of some common sites that can be used.

Example; <http://bandwidth.com/tools/speedTest/>

<http://www.speakeasy.net/speedtest/>

<http://speedtest.net/>

Congestion Management

GRM does not implement any congestion management techniques. GRM operates our network to accommodate the necessary traffic requirements. In the event of congestion, all traffic is classified as best effort.

Content, Applications, Service and Device Providers

As a full service Internet Service Provider, GRM delivers a full suite of Internet-based applications. These include:

- Email
- Web based Email
- Web Hosting

- Special Circuit offerings

GRM does not discriminate any customer traffic. GRM utilizes the network management techniques that are equal and standard across all user applications. We do not modify our network to make our directly served applications perform better than applications a user would access over the general Internet. For example, GRM does not manipulate our network to perform better for customers accessing Grand River Mutual email servers versus Grand River Mutual customers accessing Google's Gmail or Yahoo's yahoo mail and various other clients. The network management practices employed by GRM do not differ between our directly offered applications to those general applications offered over the Internet.

Security Measures

In the event of Denial of Service (DoS), Distributed Denial of Service (DDoS) attack, spoofing or other malicious traffic, GRM will implement inbound and outbound filtering on specific hosts. These actions will be performed to ensure reliability and availability of the GRM Network. These actions will not be utilized for normal Internet applications and traffic.

Electronic Mail

Feature	Maximum Limit
1. Email mailboxes	All packages: 5 separate email addresses with mailboxes
2. Size of mailbox	1 Gigabyte per mailbox
3. Maximum message size	20 megabytes sent or received
4. Dormant Mailbox Quota Reduced to one (1) megabyte	180 days of email account inactivity
5. Dormant Mailbox Deleted	Never
6. Trash Folder Contents Deleted	Only deleted if customer uses webmail interface. Customer can specify retention time, default is 30 days.
7. Unread Message Retention in Inbox	Unlimited
8. Unread Message Retention in Spam Quarantine	35 days
9. Email Account Message Sending Limits	To combat spam, GRM places various limits on email, including limiting the maximum number of recipients per message and maximum number of messages per server connection.
10. Spam Filtering	GRM uses Red Condor spam filtering from Edgewave, Inc. Inbound - Incoming email must pass through successive layers of SMTP session level defenses before reaching the recipients inbox. Each level looks for

and removes specific threats such as content analysis, virus detection, sender profiling.

Outbound - Outbound traffic is inspected to identify computers that have been infected and converted to a "zombie" or botnet client. **Zero-Minute-Defense** - Employs real-time knowledge gathered from a worldwide sensor network and uses it to create new detection and protection rules, which are then sent as updates on a continuous basis.