

NETWORK MANAGEMENT PRACTICES POLICY

Pursuant to the Federal Communications Commission's ("FCC's") Open Internet Rules, found in Part 8 of Title 47 of the Code of Federal Regulations, the policies of BWTelcom and affiliated companies ("Provider") regarding network management practices, performance characteristics, and commercial terms are provided below in their entirety so that Provider's current customers, prospective customers, third-party content providers, and other interested parties are able to make informed choices regarding the broadband Internet access services offered by Provider, and regarding the extent Provider's network management practices may affect those services.

Network Management Practices

In the interest of providing the best online experience possible for all of Provider's customers, Provider utilizes reasonable network management practices tailored to achieve legitimate network management purposes. Because bandwidth is a limited resource for broadband Internet service providers, it is essential that Provider reasonably manages its network to promote the use and enjoyment of the Internet by all of Provider's customers. By engaging in reasonable and responsible network management, Provider provides a measure of protection for its customers against the negative effects of spam, viruses, security attacks, network congestion, and other risks that threaten to degrade service. The network management practices employed by Provider are consistent with industry standards.

Congestion Management

It is possible that a relatively small number of customers may place a disproportionate demand on the network bandwidth resources, causing network congestion and an overall degradation in service quality for other end users. For this reason, if Provider's network nears a state of congestion, Provider may use congestion management practices to ensure all of Provider's customers retain access to a "fair share" of bandwidth resources.

When Provider's network nears a state of congestion, the congestion management tools, practices and/or software employed by Provider will identify segments of the Provider network which have a predetermined, aggregated level of bandwidth usage. Provider will then utilize management tools to ascertain what customer accounts in the identified network segment is using a disproportionate share of the bandwidth. The Internet traffic of the identified customer accounts may be temporarily managed until the period of network congestion passes. Customers whose Internet traffic is temporarily managed by Provider will still be able to access online content, and many activities will be unaffected; however, these customers may experience slower downloads and uploads and Internet/website response times.

The congestion management practices utilized by Provider are "protocol-agnostic" meaning that the network does not manage congestion based on the online activities, content accessed, protocols, or applications a customer uses. Rather, Provider's congestion management practices focus only on the heaviest bandwidth users in real time.

Application-Specific Behavior

Provider does not make use of any application-specific network management practices. Provider does not modify protocol fields in ways not prescribed by the protocol

standard. Provider does not inhibit or favor certain applications or classes of applications. Provider does not block or rate-control specific protocols or protocol ports.

Device Attachment Rules

In order for a device to be approved for use on the Provider's network, the device must conform to lawful publicly available industry standards and be non-harmful to Provider's network. Provider's broadband Internet service works with most standard personal computers and laptops, and with other Internet-compatible devices, such as game systems and Internet-enabled televisions. If a password-protected wireless router is connected to Provider's broadband Internet service, wireless Internet-compatible devices properly connected to the router, including computers, laptops, tablets, smartphones, and similar devices can connect with Provider's network. If a customer or prospective customer believes they have an unusual configuration, our customer service department will help determine if there is a compatibility issue.

Security

Provider offers its customers unrestricted access to all lawful content, services, and applications available on the Internet. Provider uses industry standard tools and generally accepted best practices and policies to protect our customers from spam, phishing, and other unwanted or harmful online content and activities. In the instances where these tools and policies identify online content as harmful or unwanted, the content may be prevented from reaching customers, or customers may be permitted to identify or inspect content to determine if it is harmful or unwanted.

The security measures employed by Provider to prevent the spread of viruses, malware, spam, harmful and unwanted content or other threats to consumers do not prevent end-users from running certain applications.

Performance Characteristics

Provider offers broadband Internet access service via various technologies. The advertised speed of Provider's Internet service is the maximum speed achievable with the technology utilized by Provider and subscribed to by the customer. While the maximum advertised speed is attainable for end users, several factors may affect the actual speed of Provider's Internet service offerings, including, but not limited to: the distance of the consumer's home or office from Provider's central office (i.e., the further away the customer is from the central office, the slower the broadband speed), the end user's computer, modem or router, activity during peak usage periods, and other Internet traffic.

Commercial Terms

Pricing

To meet the usage and budgetary needs of our customers, Provider offers a wide selection of broadband Internet access plan options, including promotional offerings and bundled service choices.

To see Provider's current promotions and pricing on broadband Internet access service, please visit our website www.BWTelcom.net or call 308 423-2000 to speak with a customer service representative.

Early Termination Fees

If a customer previously entered into a service agreement with Provider for broadband Internet access service for a defined service term, and customer desires to terminate the service agreement prior to the expiration of that term, Provider may charge a reasonable early termination fee if such fee is clearly indicated in the service agreement.

Upon service deactivation, failure to return Provider-owned equipment will result in a fee charged to the customer.

Customers may call BWTelcom to speak with a customer service representative about Early Termination Fees in the event of service deactivation with the Provider.

Usage-Based Fees

Provider's Internet service is priced on a flat-fee basis (plus taxes and surcharges). Provider does not currently charge end users a usage-based fee for Internet service.

Privacy Policy

Provider affords full access to all lawful content, services and applications available on the Internet and does not routinely monitor, inspect, or store the network activity and traffic of its Internet service users. However, Provider reserves the right to monitor bandwidth, usage, transmissions and content for purposes of protecting the integrity of the network and Provider's Internet access service through reasonable network management practices.

For troubleshooting purposes, Provider may collect equipment information to identify the equipment customer is using on the network, including, but not limited to: equipment type, serial number, settings, configuration and software. Provider may also collect performance information to examine the operation of the equipment, services and applications the customer may use on the network, including, but not limited to: IP addresses, URLs, data transmission rates and latencies, location information, security characteristics, and information about the amount of bandwidth and other network resources customer is using in connection with uploading, downloading or streaming data to and from the Internet.

Network traffic, activity, performance information, and equipment information monitored or collected by Provider is done so for the sole purpose of reasonable network management purposes.

Provider is required to comply with relevant laws, regulations and governmental requests, including supplying relevant information to law enforcement agencies which may be collected as part of network management practice outlined above. Provider does not distribute information on network activity and/or traffic to any other third party, or use network traffic information for any non-network management purpose.

The Provider's network management practices as discussed in this policy are intended solely to provide the best online experience possible for all of Provider's customers by safeguarding our network and its users from spam, viruses, phishing, and other

unwanted or harmful online content and activities. Provider's network management practices are not intended, nor implemented, to block consumers from accessing the content and applications of their choice, deprive consumers of their entitlement to competition, or discriminate against or in favor of certain network traffic. End users with questions, concerns or complaints regarding Provider's network management practices are encouraged to contact Provider for issue resolution.

Contact Us

If you have any questions regarding Provider's Network Management Practices Policy or would like to file a complaint with Provider regarding its network management practices, please contact Provider at:

BWTelcom
607 Chief St
Benkelman, Ne 69021
308 423-2000
308 423-5918 fax
randy@bwtelcom.net
www.BWTelcom.net

Further, if you believe that Provider is in violation of the FCC's Open Internet Rules, you may file either an informal or formal complaint with the FCC.
esupport.fcc.gov/complaints.htm

Additional Disclaimers

The Open Internet Rules, as adopted, and Provider's Network Management Practices Policy are not intended to affect, alter or otherwise supersede the legal status of cooperative efforts by broadband Internet access service providers and other service providers that are designed to curtail infringement in response to information provided by rights holders in a manner that is timely, effective, and accommodates the legitimate interests of providers, rights holders, and end users.

Furthermore, the Open Internet Rules, as adopted, and Provider's Network Management Practices Policy do not prohibit Provider from making reasonable efforts to address the transfer of unlawful content or unlawful transfers of content.

For additional information, please review Provider's Acceptable Internet Use Policy/Subscriber Agreement at: www.BWTelcom.net