



Network Management Policy

BWTelcom, Benkelman Telephone Company, Wauneta Telephone Company, and Hartman Telephone Company ("We", "Our", "Us", "Provider") provide this Network Management Policy in accordance with Federal Communications Commission ("FCC") requirements to disclose certain network management practices, performance characteristics, and commercial terms to current customers, prospective customers, third- party content providers and other interested parties. Additional information about our broadband policies and practices is available at <https://www.bwtelcom.net/>.

Network Practices

We engage in network management practices that are tailored and appropriate for achieving optimization on our network considering the network architecture and technology of our broadband Internet access service. Our goal is to ensure that our customers experience a safe and secure broadband Internet environment that is fast, reliable, and affordable. We want our customers to experience all the Internet offers, whether it is social networking, streaming videos, gaming, listening to music, or communicating through email and videoconferencing. The network management practices employed by Provider are consistent with industry standards. We will not unjustly or unreasonably prevent or interfere with competition among Content, Applications, Service, or Device Providers.

Network Management Disclosures

Our network practices include congestion- and security-protocol-management. Such protocols and practices generally will not impact our customers' user experience. We use various tools and industry-standard techniques to manage our network to ensure fast, secure, and reliable Internet service. We provide the following overview of our network management practices:

1. **Blocking:** We do not block or discriminate against lawful Internet content, applications, services, or non-harmful devices.
2. **Throttling:** We do not throttle, impair, or degrade lawful Internet traffic based on content, application, service, user, or use of a non-harmful device.
3. **Affiliated Prioritization:** We do not favor any Internet traffic over others, including using techniques such as traffic shaping, prioritization, or resource reservation, to benefit an affiliate.
4. **Paid Prioritization:** We do not prioritize Internet websites over others in exchange for any consideration, monetary or otherwise, to benefit content, applications, services, or devices.
5. **Congestion Management:** We do not employ any congestion management tools, practices, and/or software on network traffic.
6. **Application-Specific Behavior:** We do not make use of any application-specific network management practices. Provider does not favor, modify, inhibit, rate control, or block any specific protocols, protocol ports or fields, or any applications or classes of applications, while reserving the right to block ports as necessary to protect the network and its users.
7. **Device Attachment Rules:** We provide the necessary hardware for attaching user devices to Our network, such as Broadband Routers and Modems. We do not specifically limit device types for attachment within the network; however, we do not guarantee the functionality of devices other than those provided by us. Devices must conform to publicly available industry standards and be non-harmful to our network. Customers are responsible for ensuring their equipment does not harm our network or impair other customers' service. We are not responsible for the functionality or compatibility of our customers' equipment. Customers are responsible for preventing third parties from unauthorized access to our broadband network and will be held accountable for the actions of such third parties who gain unauthorized access through unsecured customer equipment.
8. **Network Security:** We offer our customers unrestricted access to all the lawful content, services, and applications available on the Internet. We

employ 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. Such tools can include the blocking of specific incoming and outgoing ports to the Internet. 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. We do not block any protocols, content, or traffic for network management, but we may block or limit traffic such as spam, viruses, malware, or denial-of-service attacks to protect network integrity and the security of our customers.

Network Performance

1. Service Descriptions

We serve a large geographic area that is sporadically populated. Because of this, every area within our service territory does not receive the same technology or service. All internet services sold are sold as best effort. The obtainability of specific technology depends on the customer's geographic location and the correlation to the location of the deployed facilities. Our variety of facilities deployed throughout the service area prevents illustration of service availability in a specific area; however, detailed information is available about choices for technologies and services by contacting us at **1-800-835-0053**, on our website at <https://www.bwtelcom.net/>

2. Network Performance

We offer broadband Internet access service via Fiber optic access or via a Digital Subscriber Line (“DSL”). Fiber to the Home transmits data utilizing the fastest and most reliable method available, via fiber installed directly to the home. DSL is a wireline transmission technology that transmits data faster than over traditional copper telephone lines already installed to homes and businesses.

The advertised speed of Our Internet service is the maximum speed achievable with the technology utilized. While the maximum advertised speed is attainable for end users, several factors may affect the actual speed including, but not limited to: customer device limitations, wiring issues, activity during peak usage periods, and other Internet traffic.

Based on internal testing using platform specific test protocols and a consumer accessible speed test available at <https://www.bwtelcom.net/speedtest> , in addition to other standard publicly available speed tests found on the web, Our network delivers the data transmission rates advertised for the different high-speed Internet services. Assuming the user's equipment and applications are sufficient, the actual speeds achieved with Our Internet service offering make Our Internet service suitable for real-time applications.

Commercial Terms

1. Pricing

We offer multiple levels of Internet service, all available with no monthly data cap or additional data charges. Pricing and additional service information are available at www.bwtelcom.net. Prices and packages are subject to change.

2. Early Termination Fees

If a customer entered into an agreement with Us for broadband service for a defined term, and customer desires to terminate the service agreement prior to the expiration date, We may charge a reasonable early termination fee. The fee is clearly indicated in the service agreement.

www.bwtelcom.net/wp-content/uploads/2024/09/Broadband-Agreement.pdf

3. Privacy Policies

We value the privacy of our internet service customers. Like most

companies, we collect certain information about our customers and use it to provide our services. We collect information when our customers interact with us, when our customers use our internet service, and when our customers visit our website. This information is used to deliver, provide, and repair our services and establish and maintain customer records and billing accounts. We protect the information we have about our customers. We do not sell, license, or share information that individually identifies our customers with others without consent, except as necessary. Additional details about our Privacy Policy can be found at:

<https://www.bwtelcom.net/privacypolicy>

4. Broadband Labels CSV File

The FCC requires all providers to make available to the public machine-readable spreadsheets containing all Broadband Label Information. Our file can be found here:

<https://bwtelcom.net/wp-content/uploads/2024/10/broadbandlabels.csv>

Contact Us

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