GENERAL POLICY STATEMENT:

Mountain Rural Telephone Cooperative has adopted the following network management practices, performance characteristics, and commercial terms and conditions for its broadband Internet access services. The company may add, delete, or modify certain practices, performance characteristics, terms and conditions from time to time at its discretion and will provide as much advance notice as practicable of such changes.

Mountain Rural Telephone Cooperative' policy is to provide reliable access to the Internet for all of its customers in a manner that does not unduly discriminate. As used in this document, "customer" generally refers to residential and small business users (i.e., **mass market**) and may be differentiated from "enterprise" users who tend to be larger business with specialized broadband and IT needs. Enterprise customers may require services that are custom tailored to a specific project and individually priced based on the needs and criteria established by the enterprise customer and if so, those services may be governed by other use policies and agreements specific to that enterprise user.

TRANSPARENCY STATEMENT

Mountain Rural Telephone Cooperative does not block, throttle, or discriminate against, any lawful website or Internet application. Mountain Rural Telephone Cooperative does not engage in Paid Prioritization nor does it prioritize its own, or its affiliates', internet traffic over that of any other lawful provider.

With respect to broadband Internet access services, Mountain Rural Telephone Cooperative supports the ability of users to select and attach the equipment of their choice to the network so long as that equipment: (i) is used for a lawful purpose consistent with Mountain Rural Telephone Cooperative' Acceptable Use Policy; and (ii) does not harm the network or degrade network performance for other users.

I.   NETWORK SERVICES AND SYSTEM PERFORMANCE

Mountain Rural Telephone Cooperative provides services via Digital Subscriber Line, and fiber-based broadband technologies. A description of services availability including terms and conditions and prices may be found at www.mrtc.com. While some broadband services may be less suitable than others for specific applications, Mountain Rural Telephone Cooperative' services are generally capable of supporting Voice over IP (VoIP), gaming, web surfing, and most streaming video applications.

Mountain Rural Telephone Cooperative manages its network to minimize or avoid blockage and congestion, which may slow down actual speeds experienced by customers particularly at "peak periods" in which network utilization is highest. In the event of network congestion, Mountain Rural Telephone Cooperative does not prioritize performance within mass market services based on either tier of service purchased or volume of data exchanged.

Mountain Rural Telephone Cooperative engineers its network to perform at or above speeds to which our customers subscribe. Network monitoring reports show utilization at 100% indicating that its network consistently provides speeds as expected by customers with little or no degradation in service. These results were effective as of the dates / times of this statement and may be updated from time to time at Mountain Rural Telephone Cooperative' discretion.

Mountain Rural Telephone Cooperative provisions its customers' modems and engineers its network to ensure that its customers can enjoy the speeds to which they subscribe. However, Mountain Rural Telephone Cooperative does not guarantee that a customer will actually achieve those speeds at all times. Mountain Rural Telephone Cooperative advertises its speeds as "up to" a specific level based on the tier of service to which a customer subscribes.

The actual speed that a customer will experience while using the Internet depends upon a variety of conditions, many of which are beyond the control of Mountain Rural Telephone Cooperative. These conditions include but are not limited to i) performance of a customer's broadband device, including its age, processing capability, its operating system, the number of applications running simultaneously, and the presence of any adware and viruses; ii) type of connection between a customer's computer and modem. For example, wireless connections may be slower than direct connections into a router or modem. iii) the distance packets travel (round trip time of packets) between a customer's computer and its final destination on the Internet; iv) Congestion or high usage levels at the website or destination; and v) gating of speeds or access by the website or destination deployed by the site owners to manage traffic or performance.

Mountain Rural Telephone Cooperative provides a tool for testing your broadband connection:

http://mrtc.speedtestcustom.com/

Additionally, there are publically available speed tests that measure Internet performance. All speed tests have biases and flaws and each of these tests measures limited aspects of an ISP's speed and therefore must be seen as a guide rather than definitive measurements of performance.

http://www.speedtest.net
http://netalyzr.icsi.berkeley.edu

II.   NETWORK MANAGEMENT AND DEVICE ATTACHMENTS

Mountain Rural Telephone Cooperative utilizes a redundant network architecture that is designed to meet users demand at peak periods. Mountain Rural Telephone Cooperative deploys generally accepted technical measures to provide acceptable service levels to all customers, such as application-neutral bandwidth allocation, as well as measures to address service attacks, illegal content and other harmful activities as necessary to protect network integrity and reliability. In doing so, we follow standard best efforts for Internet delivery with respect to allocation of capacity without differentiation among applications, providers, or sources. As described further in our Acceptable Use Policy, in Mountain Rural Telephone Cooperative reserves the right to prioritize traffic applications during heavy congestion periods based on generally accepted technical measures that do not unduly discriminate based on site nature or content.

Subject to the terms of Mountain Rural Telephone Cooperative' Acceptable Use Policy and service agreements, customers may generally attach the devices of their choice and run the applications of their choice, subject to the limitations of their data plan. Mountain Rural Telephone Cooperative is not responsible for the compatibility, suitability or functionality of any equipment that is provided by the customer or any third party, and the customer remains fully responsible for ensuring that any such equipment does not cause any harm to the network or degrade the service of other users.

Mountain RuralTelephone Cooperative does not monitor the use of or access to applications but may investigate any reports of illegal applications as it deems appropriate and will take appropriate actions to deal with the use of applications that are demonstrated to be unlawful.

Mountain Rural Telephone Cooperative utilizes standard industry practices for safeguarding children, intellectual property rights and customers' privacy and security. Mountain Rural Telephone Cooperative complies with applicable laws and regulations, including the Children's Online Privacy Protection Act, which requires the consent of a parent or guardian for the collection of personally identifiable information from children under 13 as well as the Online Copyright Infringement Liability Limitations Act, a portion of the Digital Millennium Copyright Act that allows Internet service providers to remove or disconnect customer access to copyright infringing material.

Mountain Rural Telephone Cooperative retains and stores certain traffic information (such as the identity of the customer using a particular IP address during a specific period) as required by federal or state law. Information may be disclosed to law enforcement pursuant to the procedures of the Communications Assistance for Law Enforcement Act ("CALEA"), the Foreign Intelligence Surveillance Act ("FISA") or other applicable national security or criminal statutes. Such information is not used to profile customers for purposes of marketing services or other non-network management purposes.

III.   COMMERCIAL TERMS

Mountain Rural Telephone Cooperative offers different service tiers. Available services and rates Mountain Rural Telephone Cooperative broadband network access services may be found at: www.mrtc.com. All rates are subject to change.

Services are provided on a standard rate basis however Mountain Rural Telephone Cooperative will provide specialized arrangements on a non-discriminatory basis, if commercially practical.

IV.   ACCEPTABLE USE POLICY
Important additional terms regarding the use of service can be found in our Acceptable Use Policy located at www.mrtc.com. The AUP outlines the following: (i) prohibited uses and activities; (ii) customer conduct and features of the service; (iii) actions deemed to be a violation of the AUP and penalties for such violations; and (iv) intellectual property, copyright and Digital Millennium Copyright Act ("DMCA") requirements, including designated agent information required for the ISP to qualify for the liability protections afforded ISPs by the DMCA.

V.   QUESTIONS? PROBLEMS? CONCERNS?

Any questions, problems, or concerns about Mountain Rural Telephone Cooperative service by customers, potential customers, or application or site providers can be addressed to Mountain Rural Telephone Cooperative:

By email: tkeeton@mountaintelephone.com
By mail: William Keeton, Mountain Rural Telephone Cooperative
               PO Box 399
               405 Main St.

By phone: Internet Department, Network Operations Supervisor / 606-743-3121

When contacting Mountain Rural Telephone Cooperative please provide as much information as possible including dates, times, IP addresses, user names, and specific terms associated with the reported issue. Mountain Rural Telephone Cooperative may require an email or phone number to respond should we not have an immediate response to the reported issue not be feasible.