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Transparency Statement and Network Management Policy

BPS Telephone commits to the provision of open and non-discriminatory use of our Broadband Internet Access Service (the "Service" or "BIAS") to our customers and commits to use reasonable network management practices to ensure an open Internet. Subject to reasonable network management practices in providing the Service, BPS Telephone does not engage in the following:

1. Blocking: BPS Telephone does not intentionally block access to legal content, applications, services, or non-harmful devices.
2. Throttling: BPS Telephone does not impair or degrade lawful Internet traffic based on content, applications, services, or non-harmful devices.
3. Paid or Affiliated Prioritization: BPS Telephone does not favor some lawful Internet traffic over other lawful traffic in exchange for consideration of any kind – in other words, no "fast lanes." BPS Telephone also will not prioritize content and services of our affiliates. Subject to reasonable network management, BPS Telephone will not unreasonably interfere with or unreasonably disadvantage end users' ability to select, access, and use broadband Internet access service or the lawful Internet content, applications, services, or devices of their choice, or edge providers' ability to make lawful content, applications, services, or devices available to end users.

Network Security and Congestion Management
Like other Internet service providers, BPS Telephone manages our network to protect the security, integrity, and reliability of the network, such as to address spam, viruses, and malicious content. BPS Telephone uses 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 to protect network integrity and reliability. BPS Telephone does not modify the protocols of these industry standard tools. We also comply with applicable law, including laws for the protection of children online and the protection of intellectual property.
Although the BPS Telephone fixed BIAS network provide substantial capacity, they are limited, and at times of high use, the network may experience congestion. For fixed BIAS service, BPS Telephone reserves the right to prioritize traffic based on real time and non-real time applications during heavy congestion periods based on accepted technical measures. BPS Telephone reserves the right to set speed thresholds on the amount of data you as a customer can upload and download within stated time periods. If you exceed these thresholds, BPS Telephone will temporarily limit the speed at which you can send and receive data over the BPS Telephone access networks. BPS Telephone may use other traffic management and prioritization tools to help ensure equitable access to the BPS Telephone networks for all customers. BPS Telephone monitors customer usage to efficiently manage the performance of the networks to ensure a

sustainable quality broadband service is provided. Peak network usage is between 4pm and 11pm. Congestion due to malfunctioning hardware and/or software will be remedied as quickly as network engineers can diagnose and identify the offending hardware/software. Congestion due to malice will be remedied using any technique available, including protocol- aware filtering and rate-limiting, to control and limit the offending source. BPS Telephone may seek criminal charges against those who inflict network malice. BPS Telephone may also attempt to recover costs incurred from network malice.

Network Performance

BPS Telephone provides fixed BIAS to our customers over broadband fiber. Customers can expect their fixed BIAS to deliver between 80% - 90% of the advertised speeds with a latency under 100 milliseconds. BPS Telephone conducts internal testing of our fixed BIAS and has confirmed actual speed and latency within this expectation. Advertised speeds for fixed BIAS can be found on BPS Telephone's website. Customers can test their actual speeds using the speed test found on BPS Telephone's website accessible at https://www.speedtest.net/. Customers should expect actual speeds to vary depending on the time of day and network congestion. BIAS speeds and latency measures associated with BPS Telephone's fiber networks are generally the most reliable and least affected by network congestion.

Contact Information

For questions, concerns, or requests for additional information about our network management practices or this Transparency Statement, please contact BPS Telephone at 573-293-2277.