BERESFORD MUNICIPAL TELEPHONE COMPANY (BeresfordTel)

<u>Network Management Policies and Practices Disclosure</u>

This Network Management Policy and Practices Disclosure is provided pursuant to the Federal Communications Commission's "Open Internet Rules" found at Part 8 of Title 47 of the Code of Federal Regulations. The policies and practices of BeresfordTel regarding network management practices, performance characteristics, and commercial terms are provided here so that current customers, prospective customers, third-party content providers and other interested parties can make informed choices regarding the broadband Internet access services offered by Beresford Tel and the extent to which its network management practices may affect those services.

A. <u>Network Management Practices</u>

In the interest of providing the best online experience possible for all BeresfordTel customers the company 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 BeresfordTel reasonably manages its network to ensure proper use and enjoyment of the internet by all of its customers. By engaging in reasonable and responsible network management, BeresfordTel prevents its customers from being subjected to the negative effects of spam, viruses, security attacks, network congestion, and other risks that threaten to degrade the internet service experience. BeresfordTel's network management practices, as set forth below, are consistent with industry standards.

BeresfordTel uses various tools and industry-standard techniques to manage its network and deliver fast, secure and reliable internet service. The company believes in complete transparency and provides the following disclosures about its network management policies and practices:

1. Blocking: BeresfordTel does not block or discriminate against lawful content.

2. Throttling: BeresfordTel does not throttle, impair, or degrade lawful internet traffic based on content, application, service, user, or use of a non-harmful device.

3. Affiliated Prioritization: BeresfordTel does not favor any internet traffic applications over others and has no plans to do so.

4. Paid Prioritization: BeresfordTel does not favor or prioritize any internet traffic applications in exchange for paid or in-kind consideration intended to benefit particular content, applications, services, or access devices.

5. Congestion Management: Congestion of the BeresfordTel network is rare but does occur. When it occurs, BeresfordTel internet subscribers may experience decreased speeds/performance, but bandwidth is allocated fairly and in an "application agnostic" way (without regard to protocol, application, or the service the subscriber chooses to access over their internet access service).

6. Device Attachment Rules: In order for a device to be approved for use on the BeresfordTel network, the device must conform to publicly available industry standards and not be harmful to the company's network.

7. Network Security: At BeresfordTel, we take various measures to safeguard our network and the broader internet from harm or disruption, including protection against Distributed Denial of Service (DDos) attacks, spoofing, and other forms of malicious traffic. In those instances where BerefordTel's network management practices 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. Our goal is to ensure the network's reliability and availability by countering any malicious traffic that could compromise it. BeresfordTel reserves the right to take any action deemed necessary, including suspending or terminating service to subscribers who engage in activities that violate our Internet Service Terms of Agreement, which can be found at https://www.beresfordtel.com/_files/ugd/476b61_3fcc735980e544409422e958ffcd6269.pdf

B. <u>Network Performance</u>

BeresfordTel offers its broadband internet access service via Fiber-to-the-Home ("FTTH") utilizing fiber optic cable to deliver telephone and data services. Fiber optic cables have the capacity for an indefinite amount of data and will allow subscribers to receive better quality voice and data transmission services at their residential and/or business locations. The advertised speed of BeresfordTel's internet service is the maximum speed achievable with the technology utilized for the broadband service offering subscribed to. BeresfordTel makes every effort to support advertised speeds and will dispatch repair technicians to customer sites to perform speed tests as needed to troubleshoot and resolve speed and application performance that may be caused by BeresfordTel's network. BeresfordTel measures availability, latency, and aggregate utilization on the network and strives to meet internal service level targets. However, the bandwidth speed at which a particular distant website or other internet resources may be downloaded, or the speed at which your customer information may be uploaded to a distant website or internet location is affected by factors beyond Beresford's control, including for example: the speed of the connection from a distant web server to the internet; congestion on intermediate transport networks, the limitations of your computer or other electronic devices, fixed or wireless accessing the internet; or your wireless router/WiFi equipment. In addition, your

internet service performance may be adversely impacted by the inside wiring at your premises. Accordingly, you, the customer, must consider the capabilities of your own equipment when choosing and using the BeresfordTel broadband internet service. The computers, wireless devices, or other networks in your homes or offices may need an upgrade to take full advantage of your chosen BeresfordTel broadband plan. BeresfordTel tests each service for actual and expected access speeds at the time of network installation to demonstrate that the service can support the advertised speed.

C. **Commercial Terms Pricing**

In order to meet the usage and budgetary needs of all of our customers, BeresfordTel offers a good selection of broadband internet access plan options. To see the company's current promotions and pricing on broadband Internet access service, please visit our website at https://www.beresfordtel.com/internet or call (605) 763-2500 to speak with a customer service representative. BeresfordTel's internet service is priced on a flat-fee basis (plus taxes). The company does not charge end users a usage-based fee for such services.

D. **Privacy Policy**

The various network management tools and techniques utilized by BeresfordTel do not monitor, inspect or store the network activity and traffic of its internet service users. Further, as part of its network management practices, the company does not distribute information on network activity and/or traffic to any third party or use network traffic information for any non-network management purpose. BeresfordTel 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, the company reserves the right to monitor bandwidth, usage, transmissions and content for purposes of protecting the integrity of the network and company's internet access service through reasonable network management practices. BeresfordTel may collect equipment information to identify the equipment the customer is using on the network, including, but not limited to: equipment type, serial number, settings, configuration and software. The company 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 BeresfordTel is done so for the sole purpose of reasonable network management purposes. BeresfordTel is required to comply with relevant laws, regulations and judicial orders. Information covered under this Privacy Policy, as well as other categories of information, may be disclosed to third parties if the company determines, in its sole discretion, that such a disclosure is necessary or required. The company may also disclose this information if, in its sole discretion, such a disclosure is necessary or required to protect the

company's interests or the interests of its customers. BeresfordTel's network management policies and practices as described herein are focused on providing the best online experience possible for all of customers by safeguarding the network and its users from viruses, malware, phishing, and other unwanted or harmful online content and activities. These policies and practices are not intended, nor implemented, to block consumers from accessTing the content and applications of their choice, restrict competitive options, or discriminate against or in favor of certain network traffic.

E. <u>Additional Disclaimers</u>

The Open Internet Rules, as adopted, and BeresfordTel's Network Management Policies and Practices 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 copyright infringement in response to information provided by copyright holders or their agents in a manner that is timely, effective, and accommodates the legitimate interests of BeresfordTel and other broadband service providers, copyright holders, and internet service users. Finally, it should be noted that neither the federal Open Internet Rules nor these Network Management Policies and Practices prohibit BeresfordTel from making reasonable efforts to address the transfer of unlawful content or unlawful transfers of content. For additional information, please review the Internet Service Terms of Agreement earlier referenced herein.

BeresfordTel Contact Information:

For questions, requests for additional information, any complaints, BeresfordTel may be contacted by phone, email or mail at:

Beresford Municipal Telephone Company
120 East Main Street
Beresford, SD 57004
Tel: (605) 763-2500
Fax: (605) 763-7112

Email: customerservice@beresfordtel.com

After Hours Trouble: (605) 763-8725
Leave a message and a tech will contact you!