

CT Communications

NETWORK MANAGEMENT POLICIES

I. Commitment

CT Communications (“the Company”) is committed to providing broadband access service based on network management policies that protect and empower our broadband access customers, and maximize the benefits of the Internet experience for all customers.

II. General Policies

A. The Company will manage its network and provide access in accordance with the Federal Communications Commission’s (FCC’s) Open Internet Rules (adopted December 21, 2010) and in compliance with any future Internet policies or rules adopted by the FCC. To ensure Open Access to the Broadband Internet, the Company will not unjustly or unreasonably:

- Block, interfere with or degrade an end user’s ability to access, use, send, post, receive, or offer lawful content (including fair use), applications, or services of the user’s choice;
- Block, interfere with or degrade an end user’s ability to connect and use the end user’s choice of legal devices that do not harm the network;
- Prevent or interfere with competition among network, application, service or content providers;
- Engage in discrimination against any lawful Internet content, application, service or service provider with respect to network management practices, network performance characteristics, or commercial terms and conditions;
- Give preference to affiliated content, applications, or services with respect to network management practices, network performance characteristics, or commercial terms and conditions;
- Charge a content, application, or service provider for access to the Company’s broadband Internet access service end users based on differing levels of quality of service or prioritized delivery of Internet protocol packets;
- Prioritize among or between content, applications, and services or among or between different types of content, applications, and services unless the end user requests to have such prioritization.

B. **CT Communications** will:

- Provide connections and transport services to the public Internet to customers;
- Negotiate in good faith with all requesting parties making a bona fide request for interconnection or wholesale services;
- Provide rates and terms for interconnection that are reasonable and Nondiscriminatory

III. Network Security and Congestion Management Policies

For the safety and privacy of our access customers and with respect for all customers, the Company:

- Utilizes standard industry practices for safeguarding children, intellectual property rights and our customers' privacy and security;
- Follows standard best efforts for Internet delivery with respect to allocation of capacity without differentiation among applications, providers, or sources;
- 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;
- Complies with 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;
- 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; and
- Reserves the right to prioritize traffic based on real time and non-real time applications during heavy congestion periods based on generally accepted technical measures.

IV. Performance Characteristics

Many of the service and performance characteristics of the Company's broadband Internet access services are contained in the service offering portions of our website at www.ctcn.net. The Company offers different tiers of service at different prices, and changes these from time to time.

A. General Service Description

Actual access speeds and time delays (latency) are impacted by the length, capacity and congestion of Middle Mile transport facilities (between the Company's service area and Internet nodes) as well as the characteristic of the Company's own network. The Company offers a speed test site to any user or customer. It can be accessed at <http://speedtest.ctcn.net/>

The Company's service is suitable for real-time applications. The speed tier a customer subscribes to will impact the efficiency of the real-time applications.

B. Impact of Specialized Services

The Company offers IP Video services to end-users. As of November 2011, this specialized service has not adversely affected the last-mile capacity available for the Company's broadband Internet access services, or the performance of such services. Customer should note that significantly heavier use of specialized services (particularly IP video services) may impact the available capacity for and/or the performance of its broadband Internet access services.

V. Commercial Terms

The Company maintains a price guide, acceptable use policy, and privacy policy for broadband access on its website. Please click on the following link for this information: www.ctcn.net.

VI. Contact Us: Questions, Comments, Concerns

If you have any questions about the Company's Network Management Policies, you may contact us by calling our business office at 937-653-4000, writing to us at 126 Scioto Street, Urbana, OH 43078, emailing us at customerservice@ctcommunications.com, or visiting our business offices at 126 Scioto Street, Urbana, OH 43078.