

Lincoln County Telephone System, Inc. (LCTS)

Network Management Practices, Performance Characteristics & Commercial Terms and Conditions for Internet Access Service

1 Network Management Practices

LCTS manages its network with the goal of providing high quality broadband Internet experience to all of its customers. Within the scope of its financial and technical resources, it attempts to deploy and maintain adequate capacity and facilities within its own network, and to acquire adequate Middle Mile capacity or facilities outside its service area to connect with the Internet. LCTS and its staff work hard to become aware of (but do not guarantee that they can prevent) the effects of spam, viruses, security attacks, network congestion, and other phenomena that can degrade the service of affected customers and take reasonable measures to address and minimize these and similar problems as soon as possible after they learn of them.

A. Congestion Management Practices

Congestion is an Internet access service problem that can slow web browsing, downloading, and other activities of the customers during certain peak usage periods. Congestion may be caused by capacity limits and bottlenecks in a service provider's own network, or by limitations in the capacity of the Middle Mile transport facilities and services that LCTS purchases from unrelated entities to carry the traffic of their customers between their service areas and the closest Internet nodes.

To date LCTS has experienced no problems with congestion.

In the future if it receives customer complaints or otherwise becomes aware of significant congestion problems, LCTS will take economically reasonable steps to locate, determine and correct the source of the problem (including, where practicable, increases in the capacity of the affected portions of its network and/or its Middle Mile routes).

B. Application-Specific Practices

LCTS does not make use of any application-specific network management practices. LCTS does not inhibit or favor certain applications or classes of applications. LCTS does not block or rate-control specific protocols or protocol ports, with the exception of malformed or non-standard protocol traffic as identified by LCTS and outbound Simple Mail Transfer Protocol ("SMTP") as a protection and security control mechanism against unsolicited commercial email ("UCE"). LCTS does not normally monitor the contents of the traffic or applications of its customers. It undertakes no obligation to monitor or investigate the lawfulness of the applications used by its customers. If any party contacts LCTS concerning the alleged unlawful use of applications, LCTS will direct the party to one or more law enforcement agencies likely to have jurisdiction over the matter and will cooperate with such law enforcement agencies in their investigation of the matter.

C. Device Attachment & Software Rules

LCTS does not have any approval procedures that must be satisfied before a device can be connected to its network other than that devices must be approved by the Federal Communications Commission (FCC) for use in the US telecommunications network. Neither a customer nor his or her agent may connect any equipment to LCTS's network that is not approved by the FCC. Any equipment approved by the FCC should have a clear label stating that it is approved by the FCC and what the type of the approval it has. Customers may use any lawful, compatible, FCC type-accepted and commercially available device which they desire on the LCTS's network, as long as such device does not harm the network.

LCTS undertakes no obligation to monitor or investigate the lawfulness of the devices used by its customers. If any party contacts LCTS with a substantial allegation that a device being used by a customer is unlawful, LCTS will direct the party to the law enforcement agency or agencies that are likely to have jurisdiction over the device and its usage and will cooperate with any investigation undertaken by the agency or agencies having jurisdiction.

LCTS's Internet access service is designed to function with accepted industry standard interface software such as provided by Microsoft, Apple, and others. If a customer uses a type of software not widely used in the worldwide Internet, he or she may experience some problems with compatibility between the software and LCTS's Internet access service. If you have any questions, please call us at 775-962-5131 and we will try to help you resolve this problem. It is the customer's responsibility to assure that his or her software and operating interfaces conform to industry accepted specifications.

D. Security Practices

LCTS does not normally monitor the traffic of its customers. It undertakes no obligation to monitor or protect such customer traffic from spam, viruses, denial-of-service attacks, or other malicious, unlawful or unwanted activities.

LCTS recognizes that customers can purchase spam filtering and anti-virus software from commercial vendors to meet their needs. LCTS may from time to time offer anti-spam and/or anti-virus software or services to customers who desire to purchase them from LCTS. When offered, these software or services will be described and priced in other sections of the LCTS website and in the sales and marketing materials. Customers are free to obtain anti-spam and/or anti-virus software or services from any source they desire, as long as such software or services do not disrupt or degrade the traffic of other customers or harm the network.

A customer that is subject to a denial-of-service attack, or similar malicious, unlawful or unwanted activity, is urged to notify LCTS as soon as possible. LCTS will work with the customer, other service providers, federal and state regulators, and/or law enforcement to

determine the source of such activity, and to take appropriate, and technically and economically reasonable efforts to address the matter.

LCTS employs commercially appropriate security procedures to protect its network and its customer records from unauthorized access by third parties. LCTS does not guarantee that it can protect customers from any and/or all security breaches.

E. Traffic Blocking

LCTS does not block any lawful content, applications, devices, and/or non-harmful devices.

The only potential exceptions where blocking may occur entail the unlawful or harmful circumstances set forth in Sections 1.A through 1.D above. LCTS believes that all such circumstances constitute reasonable network management practices.

LCTS does not knowingly and intentionally impair, degrade or delay the traffic on its network so as to render effectively unusable certain content, applications, services and/or non-harmful devices. However, LCTS notes that congestion may from time to time impair, degrade, or delay some traffic.

F. Affiliated Prioritization/Paid Prioritization

LCTS does not engage directly or indirectly in any prioritization of traffic that favors some traffic over other traffic, whether it is to an affiliated company or to any other customer in exchange for consideration, money, or otherwise.

G. Throttling

LCTS does not, throttle, degrade or impair access to lawful internet traffic on the basis of content, application, service, user, or use of a non-harmful device.

2 Performance Characteristics

LCTS offers broadband Internet access service via a Digital Subscriber Line (“DSL”), Fiber to the Home (“FTTH”), or Fixed Wireless (“FW”). DSL is a wireline transmission technology that transmits data over traditional copper telephone lines. FTTH utilizes fiber optic cable to deliver telephone, data and video services. FW provides telephone, data and video services utilizing frequency spectrum.

The expected access speeds in the DSL portions of the network range from 10 Mbps to 50Mbps depending upon the actual lengths of the copper line. The expected access speeds in the FTTH portion of the network range from 10Mbps to 100Mbps. The expected access speeds in the FW portion of the network range from 10Mbps to 25Mbps.

Actual access speeds and time delays (latency) are impacted by the length, capacity and congestion of Middle Mile transport facilities (between the LCTS service area and Internet Nodes). Because conditions on these facilities and routes can change frequently, LCTS can provide estimated actual access speed and latency information only for specific recent time periods requested by a customer.

LCTS service is suitable for real-time applications as long as the customer is subscribed to the appropriate level of service that matches their applications requirements.

LCTS does not offer any specialized services.

3 Commercial Terms and Conditions

The Rules, Regulations and Pricing Terms and Conditions for LCTS's broadband Internet access services are contained in the Services and Pricing Guide of Lincoln County Telephone System, Inc., and Acceptable Use Policy, which are located on the lctsys.com website. These rules, regulations and pricing terms and conditions may be changed from time to time by LCTS, which will endeavor to give customers at least thirty (30) days notice of changes that it makes voluntarily. Such notices will be placed prominently on LCTS's website.

3. Contact Us

If you have any complaints, questions or comments regarding our network management policies or practices, please contact us at 775-962-5131.

