

Granby Telephone Company/GTC Broadband
Disclosures Concerning Internet Service
(Performance and Quality of Service)

This disclosure describes the quality of service, performance and storage practices.

Network Performance: It is understood that the Provider's individual service plan descriptions, either verbal, written or electronic, are provided for the Subscriber's information and comparison purposes only and are not to be construed as guarantees by the Provider of service or network performance. Connection upload and download speeds given for each service plan are the speeds at which that service plan is configured on the Provider's network and/or the Subscriber's premise equipment and are not to be construed as the speed or quality of service the Subscriber will experience on the Internet as a whole. It is understood by the Service Subscriber that their actual connection speed and service level may vary from the Provider's published service plan speeds and/or quality of service descriptions due to the Subscriber's devices or premise equipment, the distance between the service Subscriber's premise equipment and the Provider's primary network connection access point, network traffic volume at any given time, environmental conditions, acts of God, unauthorized attacks from sources inside or outside its network and/or any other event or circumstance beyond the Provider's control. It is further understood by the Subscriber that the Provider has no control over the quality of service provided beyond its LAN network boundaries. The Provider has no control over the quality or speed of Service provided by any other Internet Service Provider's (ISP's) network or the World Wide Web as a whole.

Quality of Service: The Provider does not currently manage or alter any of your predefined service plans connection speed or quality of service, regardless of the amount or type of traffic in any given period. The Provider will make reasonable efforts to maintain its network quality and capacity levels to maintain predefined levels of service for every Subscriber on its network. Subscribers may experience occasional service quality degradation due to changes in environmental conditions, unanticipated surges in traffic volume, acts of God, unauthorized network attacks from sources inside or outside its network, and/or any other event or circumstance beyond the Provider's reasonable foresight or control.