

Granby Telephone Company
Disclosures Concerning Internet Service
(Network Management and Transparency Disclosures)

This disclosure describes the network management practices and performance characteristics of Granby Telephone Company and GTC Broadband (the "Company"). The Company provides this disclosure in its good faith effort to comply with the requirement of the Federal Communications Commission ("FCC") regarding the open and non-discriminatory use of the Internet by our customers and the use of reasonable network management practices as stated by the FCC to ensure an open Internet. The Company reserves the right to update and modify these policies and its other terms and conditions of service from time to time. This disclosure does not obligate the Company to provide or maintain any specific levels of service and creates no rights beyond the Company's standard agreements, terms, and conditions for service.

Network Management Practices. The Company manages its network without regard to the specific type of network traffic, application or end user. The Company's Internet access services are provided on an "as-is" and "best-effort" basis.

1. Blocking: The Company does not limit, block or otherwise prevent end user access to lawful content, applications, service, or non-harmful devices, other than for security reasons.

2. Throttling: The Company does not throttle, impair or degrade access to lawful Internet traffic on the basis of content, application, service, user, or use of non-harmful device, other than for security reasons.

3. Affiliated Prioritization: The Company does not prioritize Internet traffic or engage in any practice that directly or indirectly favors some traffic over other traffic, including through use of techniques such as traffic shaping, prioritization, or resource reservation, to benefit an affiliate, including identification of the affiliate.

4. Paid Prioritization: The Company does not engage in paid prioritization or engage in any practice that directly or indirectly favors some traffic over other traffic, including through use of techniques such as traffic shaping, prioritization, or resource reservation, in exchange for consideration, monetary or otherwise.

5. Congestion Management: The Company monitors the connections on its network individually and in the aggregate. If congestion emerges on the network, the Company will take appropriate measures to relieve congestion. The Company uses technical measures to provide acceptable service levels to its customers, including measures to address service attacks and harmful activities and to protect network integrity and reliability. Company reserves the right at any time to take action to protect its network and customers. Customer conduct that abuses or threatens the Company's network or which violates the company's Acceptable Use Policy, Internet service Terms and Conditions, or the Internet Service Agreement may result in immediate service suspension or termination.

6. Application-Specific Behavior: Except as may be provided elsewhere herein, the Company does not engage in any application-specific behaviors on its network, block or rate-control specific protocols or protocol ports, modify protocol fields in ways not prescribed by the protocol standard, or otherwise inhibit or favor certain applications or classes of applications. Customers may use any lawful applications with the Company.

7. Device Attachment Rules: The Company provides an ONT (Optical Network Terminal) or a modem as the point to demarcation for the service.

Customers may attach devices of their choosing to their ONT/modem, including wired or wireless routers, laptops, desktop computers, video game systems, televisions, or other network-enabled electronics equipment. However, customers are responsible for ensuring that their equipment does not harm the Company's network or impair the service of other customers. The Company is not responsible for the functionality or compatibility of any equipment provided by its customers. Customers are responsible for securing their own equipment to prevent unauthorized access to the Company's broadband network by third parties and will be held responsible for the actions of such third parties who gain unauthorized access through unsecured customer equipment.

8. Security: The Company may block or limit such traffic as spam, viruses, malware, or denial of service attacks to protect its network and its customers.

9. Impact of Non-Broadband Internet Access Service Data Services: Dedicated Internet connections are offered to schools, hospitals, and large commercial users. The bandwidth required to offer these non-broadband services is accounted for in the same way that broadband services are - congestion avoidance and alleviation practices are

the same and no impact on broadband customers can be expected as a result of these services existing on the network.

Question and Concerns: If you have any questions or concerns about network management or these disclosures you can go to our website, www.gtcbroadband.net. <https://gtcbroadband.net/>. If this does not resolve your inquiry, please direct and questions or comments to gtcbroadband@jscomm.net or please call our business office at 417-472-6211, 9:00 am – 4:00 pm, Monday thru Friday

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