

Network Transparency Statement

Home TeleNetworks, Inc., and its affiliates or subsidiaries (all hereafter referred to as “HomeTel”) provides this Network Transparency Statement in accordance with the FCC’s Restore Internet Freedom Rules to ensure that you have sufficient information to make informed choices about the purchase of broadband services. Information about HomeTel’s other policies and practices concerning its broadband Internet access service are available at www.hometel.com

HomeTel engages in network management practices that are tailored and appropriate for achieving optimization on the network considering the particular network architecture and technology of its broadband Internet access service. HomeTel’s goal is to ensure that all of its customers experience a safe and secure broadband Internet environment that is fast, reliable and affordable. HomeTel wants its customers to indulge in all that the Internet has to offer, whether it is social networking, streaming videos and music, to communicating through email and videoconferencing. HomeTel’s network management includes congestion-and security-protocol-management and customers generally will not be impacted by the protocols and practices that HomeTel uses to manage its network. HomeTel reserves the right to update and modify these policies and our terms and conditions of service as well as our network management practices from time to time. Thus, we encourage you to visit our website periodically to review our practices.

Network Transparency Disclosures

HomeTel uses various tools and industry standard techniques to manage its network and deliver fast, secure and reliable Internet service. HomeTel believes in full transparency and provides the following disclosures about its network management practices:

- 1. Blocking:** HomeTel does not engage in any practice that blocks access to, discriminates, or otherwise prevents end user access to lawful content, applications, services, or non-harmful devices.
- 2. Throttling:** HomeTel does not engage in the practice of throttling, degrading or impairing access to lawful traffic on the basis of content, application, service, user, or use of a non-harmful device.
- 3. Affiliated Prioritization:** HomeTel does not prioritize Internet traffic and has no plans to do so. HomeTel does not directly or indirectly favor some traffic over other traffic, including through the use of techniques such as traffic shaping, prioritization, or resource reservation, to benefit an affiliate.
- 4. Paid Prioritization:** HomeTel has never engaged in paid prioritization. HomeTel does not prioritize or favor 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. HomeTel does not have plans to enter into paid prioritization deals to create fast lanes.
- 5. Congestion Management:** HomeTel monitors the connections on its network in the aggregate to determine the rate of utilization. If congestion emerges on the network, HomeTel will take the appropriate measures to relieve congestion. HomeTel uses reasonable network management practices that are consistent with industry standards. On HomeTel’s network, all customers have access to all applications and content online, and, in the event of congestion, most internet activities will be unaffected. Some customers, however, may experience longer download or upload times, or slower speeds on the internet if instances of congestion do occur on HomeTel’s network. HomeTel’s network and congestion management practices are application-neutral, based on current network conditions, and are not implemented on the basis of customers’ online activities, protocols or applications. HomeTel’s network management practices do not relate to any particular customer’s aggregate monthly data usage.

HomeTel monitors its network on a continuous basis to determine utilization on its network. HomeTel also checks for abnormal traffic flows, network security breaches, loss, and damage to the network. If a

breach is detected or high volume users are brought to light by complaint, HomeTel provides notification to the customer via email or phone. If a violation of HomeTel's policies has occurred and such violation is not remedied, HomeTel will seek to suspend or terminate that customer's service. Customers using conduct that abuses or threatens the HomeTel network or which violates the company's Acceptable Use Policy or the Internet Service Agreement will be asked to stop any such use immediately. A failure to respond or to cease any such conduct could result in service suspension or termination.

6. Application-Specific Behavior: HomeTel does not currently engage in any application-specific behaviors on its network. HomeTel provides Internet access to all lawful applications. HomeTel does not block or rate-control specific protocols or protocol ports, and does not modify protocol fields in ways not prescribed by protocol standards, and does not otherwise inhibit or favor certain applications or classes of applications.

7. Device Attachment Rules: For best results, DSL modems, Fiber ONTs, or other proprietary network gateways used on the HomeTel broadband network should be provided by HomeTel. Customers may attach devices of their choosing to their modems, including wired or wireless routers, laptops, desktop computers, video game systems, televisions, or other network-enabled electronics equipment. However, the customer is responsible for ensuring that its equipment does not harm HomeTel's network or impair the service of other customers. HomeTel 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 HomeTel'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. Network Security: As its normal practice, HomeTel does not employ security measures that are likely to affect a customer's ability to access the content, applications, services, and devices of their choice. HomeTel, and its underlying service providers may, however, block or limit such traffic as spam, viruses, malware or denial of service attacks to protect network integrity and the security of its customers.

HomeTel, and its underlying service provider, does deploy spam filters to divert spam from an online customer's email inbox into a quarantine file while allowing the customer to control which emails are identified as spam. Customers may access the spam files through the email. Spam files are automatically deleted after 7 days or once the spam folder reaches 250 messages. HomeTel, and its underlying service provider, may also shut down a customer's account if it becomes aware of a denial of service attack. HomeTel may also block a port that is commonly used for spam, to steal a customer's identity, or to launch a malicious attack. Currently, HomeTel blocks Port 25.

HomeTel urges its subscriber, and it is the subscriber's responsibility to ensure the security of its equipment, and to purchase spam filtering and antivirus software from third party commercial vendors to meet their specific needs. HomeTel cannot guarantee subscriber protection from all spam, viruses, denial of service attacks or other malicious, unlawful or unwarranted activities.

Performance Characteristics

1. Service Descriptions: HomeTel deploys Internet access to its subscribers through hardwired broadband access over copper and fiber facilities. HomeTel offers a choice of a variety of broadband internet service tiers, each of which offers varying speeds and features that may affect the suitability of such service for real-time applications. A detailed description of HomeTel's Internet service tiers and service performance can be found at <https://www.hometel.com/internet/internet-service/>.

HomeTel 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 caused by HomeTel's network. HomeTel 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 HomeTel's control, including the speed of the connection from a distant web server to the Internet, congestion on intermediate networks, and/or limitations on your own computer equipment, including a wireless router. In addition, your service performance may be affected by the inside wiring at your premise. Accordingly, you, the customer, must consider the capabilities of your own equipment when choosing a HomeTel broadband service. Your computers and/or wireless or other networks in your homes or offices may need an upgrade in order to take full advantage of the chosen HomeTel broadband plan.

For Digital Subscriber Line (DSL) and Fiber-to-the-Home (FTTH) service, HomeTel measures traffic continuously. All services (other than dedicated internet access accounts) are best effort. HomeTel tests each service for actual and expected access speeds at the time of network installation to demonstrate that the service is capable of supporting the advertised speed. Customers can use the speed test located at www.hometel.com and may also contact HomeTel Technical Support at 618-644-4357.

2. Impact of Non-BIAS Data Services: The FCC has defined Non-Broadband Internet Access Services (Non-BIAS) Data Services to include services offered by broadband providers that share capacity with Broadband Internet Access Services (BIAS) (previously known as "Specialized Services") also offered by the provider over the last-mile facilities. At this time, HomeTel is not offering any non-BIAS data services. HomeTel's affiliate does provide a specialized service, Voice over Internet Protocol, to business enterprise customers, that uses the same facilities; however, such service is not prioritized.

Commercial Terms

1. Pricing and other Fees: Pricing and additional service information may be found at www.hometel.com.

2. Privacy Policies: HomeTel does not share any internet usage information with any outside agency, for other law enforcement or national security needs; unless requested through a Court Order, subpoena or other lawful means. HomeTel does not currently deploy any "Deep Packet Inspection" devices.

3. Redress Options: If you have any questions or concerns about network management or these disclosures you may go to our website at www.hometel.com to obtain contact information for customer service or technical service. If this does not resolve your inquiry, please direct your questions or comments to admin@hometel.com or please call our business office at 618-644-2111. HomeTel takes all complaints very seriously, and attempts to resolve all complaints. HomeTel will review and promptly respond to all submissions.

The FCC has established procedures for addressing informal and formal complaints regarding broadband service. For information concerning these formal and informal complaint procedures, please refer to the FCC's website at <http://www.fcc.gov/guides/getting-broadband>.