

BIG BEND TELEPHONE COMPANY, INC.

NETWORK MANAGEMENT POLICY

BBT (“we,” “us,” or “our”) provides this Network Management Policy (“Policy”) in accordance with applicable Federal Communications Commission (“FCC”) requirements regarding the disclosure of network management practices, performance characteristics, and commercial terms for Broadband Internet Access Service (“BIAS”).

This Policy describes our network management practices and is intended to help customers understand how we manage our network to provide secure, reliable, and high-quality Broadband Internet Access Service. Additional information regarding our broadband services, policies, and practices is available on our website.

Nothing in this Policy changes the rights or obligations of BBT or its customers under BBT's applicable Terms and Conditions, Acceptable Use Policy, Privacy Policy, or other applicable service agreements or policies.

I. Network Practices

We employ reasonable network management practices that are tailored to our network architecture and technologies in order to provide secure, reliable, and high-quality Broadband Internet Access Service. Our goal is to ensure that all our customers experience a safe and secure broadband Internet environment that is secure, reliable, and high-quality. We want our customers to experience all the Internet offers, whether it is social networking, streaming videos, listening to music, or communicating through email and videoconferencing.

We manage our network using various tools and industry-standard techniques to ensure fast, secure, and reliable Internet service.

- 1. Blocking:** We do not block or discriminate against lawful Internet content, applications, services, or non-harmful devices. We conduct only reasonable network management.
- 2. Throttling:** We do not throttle, impair, or degrade lawful Internet traffic based on content, application, service, user, or use of a non-harmful device. We engage in only reasonable network management practices.
- 3. Affiliated Prioritization:** We do not favor any Internet traffic over others, including through the use of techniques such as traffic shaping, prioritization, or resource reservation, to benefit an affiliate, and we have no plans to do so.
- 4. Paid Prioritization:** We have never engaged in paid prioritization. We do not favor or prioritize any Internet traffic over others, and we do not prioritize Internet websites over others in exchange for any consideration to benefit any content, applications, services, or devices.

II. Network Management Practices

Our network management practices are intended to ensure that we provide our customers with the best possible Internet access. We do not inspect traffic for any other purposes other than to keep track at the network level, where traffic flows, ensuring that the network is adequate for the demands of customers. To achieve this goal, we employ network management techniques such as identifying spam and preventing its delivery to customer email accounts, detecting malicious Internet traffic, and preventing the distribution of, or inadvertent access to, malware, phishing, viruses, or other harmful code or content.

1. Congestion Management

We monitor the connections on our network in the aggregate for all types of traffic to determine the utilization rate. We may take appropriate measures to relieve undue congestion if it occurs on the network.

Our network and congestion management practices do not discriminate based on the type of application being used, nor are they based on any particular customer's aggregate monthly data usage. We examine only current network conditions, not our customers' online activities.

We also check for abnormal traffic flows, network security breaches, malware, loss, and damage to the network. If a breach is detected or high-volume users are brought to light by complaint, we provide notification to the customer.

Customer conduct that abuses or threatens our network or violates our Acceptable Use Policy, Terms and Conditions, or other policies will be asked to stop immediately. If a customer fails to respond or cease such conduct, we may suspend service or terminate the user's account.

If we take any congestion management actions, the vast majority of our customers' Internet activities will be unaffected. Some customers may, however, experience more extended download or upload times or slower surf speeds.

2. Application-Specific Behavior

Except as may be provided elsewhere herein, we do not engage in any application-specific network management activities on our network. Customers may use any lawful applications with us. We do not inhibit or favor applications or classes of applications over our High-Speed Internet/broadband data network. All traffic is treated in a "protocol-agnostic" manner, which means management is not based on applications and is also content neutral. We do not block or rate-control specific protocols or protocol ports, modify protocol fields, or otherwise inhibit or favor certain applications or classes of applications.

3. Device Attachment Rules

For best results, modems, wireless modems, or other proprietary network gateways used on our broadband network should be provided by us. Customers may, however, attach their own devices

to their modems, including wired or wireless routers, laptops, desktop computers, video game systems, televisions, or other network-enabled electronics equipment. Customers are responsible for ensuring that their equipment does not harm our network or impair other customers' service. We are not responsible for the functionality or compatibility of any equipment provided by our customers. Customers are responsible for securing their own equipment to prevent third parties from unauthorized access to our broadband network and will be held responsible for the actions of such third parties who gain unauthorized access through unsecured customer equipment. If we discover a customer device is harmful to our network, we have the right to request that the customer remove such device.

4. Security

We recognize the importance of protecting our network and customers from network and security threats. We employ reasonable network management practices designed to protect the security and integrity of our network, systems, and customers.

As part of these practices, we may identify, block, limit, filter, or otherwise mitigate traffic associated with spam, malware, viruses, phishing, distributed denial-of-service (“DDoS”) attacks, or other malicious, harmful, or abusive activity.

We may also temporarily restrict ports or other network activity when reasonably necessary to address an identified security threat or protect the integrity and security of our network and customers.

We encourage customers to take reasonable measures to secure their own devices and networks, including maintaining secure passwords, current software and operating-system updates, firewalls, antivirus or anti-malware protections, and other appropriate security safeguards.

Customers' responsibilities regarding the lawful, secure, and responsible use of our Internet services are further addressed in our Acceptable Use Policy, available on the Legal page of our website.

III. Performance Characteristics

1. Service Description

We provide Broadband Internet Access Service using multiple network technologies, including Fiber-to-the-Home (“FTTH”), fixed wireless, coaxial cable (“Coax”), and other technologies where available.

The technology and service tiers available to a particular customer depend on the customer's service location, available network facilities, network capabilities, and the Service selected by the customer.

Our current maximum available speeds include:

- FTTH speeds up to 1 Gbps download and 1 Gbps upload; and
- Fixed wireless speeds up to 1 Gbps download and 500 Mbps upload.
- Coax Internet speeds as available based on the customer's location and selected service tier.

Available Service tiers and speeds may vary by location and are subject to change. Customers should review our current service offerings on our website. All Broadband Internet Access Service is provided on a best-effort basis and can support real-time applications.

2. Network Performance

We make 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 our network.

The FCC requires that we disclose information regarding the expected and actual speed and latency of our Internet access service offerings. Latency measures the average time it takes for a data packet to travel from one point on a network to another. It is typically measured by round-trip time in milliseconds. While latency generally does not significantly impact day-to-day Internet usage, certain applications, such as high-definition multiplayer online games, may be particularly affected by it.

Our advertised speeds are estimates that we target to achieve for our customers. We cannot guarantee that a customer will achieve those speeds at all times. The actual speeds achieved by customers may vary based on a number of factors, including, but not limited to: (a) the performance and capabilities of the customer's computer; (b) the connection between a customer's computer and service demarcation, such as the use of wireless routers; (c) variances in network usage; (d) the distance a packet of information must travel from the customer's computer to its final destination on the Internet; (e) congestion or variable performance at a particular website or destination; or (f) performance characteristics of transmissions over the Internet that are outside of our control. Accordingly, customers should consider the capabilities of their own equipment when choosing broadband service. Customers may need to upgrade their computers and other networks in their homes or offices to take full advantage of the chosen broadband plan.

There are a number of available tools online that customers may utilize to measure Internet performance. Please note that all speed tests have biases and flaws and should be considered a guide rather than a conclusive measurement of performance.

We test our Broadband Internet Access Service at the time of installation to verify that the service is capable of supporting the customer's selected service tier. We also monitor network performance on an ongoing basis to help ensure reliable service and identify potential network issues.

The following table shows our internal testing results.

Advertised Download/Upload Speed (Mbps)	Technology	Typical Median Download/Upload Speed (Mbps)	Typical Median Latency (ms)

3. Impact of Non-Broadband Internet Access Services ("Non-BIAS Data Services") on BIAS

We offer certain Non-BIAS Data Services that may share last-mile network facilities with our Broadband Internet Access Service. Non-BIAS Data Services are services that are separate from Broadband Internet Access Service and are optimized to support specific applications or functionalities. These services have historically been referred to as “specialized services.”

Our Non-BIAS Data Services may include services such as virtual private network (“VPN”) and Voice over Internet Protocol (“VoIP”) services.

In most cases, when a Non-BIAS Data Service is not being used, customers may use the network capacity that would otherwise be used for that service for Broadband Internet Access Service. When a customer uses a Non-BIAS Data Service, less capacity may be available for the customer's Broadband Internet Access Service during that use.

We manage and monitor our network capacity to support the reliable operation of both our Broadband Internet Access Service and Non-BIAS Data Services.

IV. Commercial Terms

1. Pricing

We offer multiple levels of internet service, all with no monthly data cap. The current pricing and other terms and conditions of the various tiers can be found at <https://www.bigbend.com/>. Prices do not include applicable federal, state, or local taxes and regulatory fees. Prices and packages are subject to change.

2. Privacy Policies

We value the privacy of our customers. Our collection, use, disclosure, retention, and protection of customer information is governed by our Privacy Policy. For more information about our privacy practices, please see our Privacy Policy, available on the Legal page of our website.

3. Broadband Facts Labels

Our Broadband Facts labels provide detailed information about our standalone broadband services. The information for all current plans is available in a machine-readable file, which is available for [download](#).

4. Redress Options

For questions, complaints, or requests for additional information regarding this Network Management Policy, please contact us at:

Email: csr@bigbend.com

Telephone: 1-800-592-4781