



Transparency Statement and Open Internet and Network Management Policy

Chariton Valley (CV) commits to the open and non-discriminatory use of the Internet by its customers and commits to use reasonable network management practices to ensure an open Internet. Subject to reasonable network management practices, CV does not engage in the following:

1. **No Blocking:** CV does not block access to legal content, applications, services, or non-harmful devices.
2. **No Throttling:** CV does not impair or degrade lawful internet traffic on the basis of content, applications, services or non-harmful devices.
3. **No Paid or Affiliated Prioritization:** CV does not favor some lawful Internet traffic over other lawful traffic in exchange for consideration of any kind – in other words, no “fast lanes.” CV also will not prioritize content and services of our affiliates.

Subject to reasonable network management, Chariton Valley will not unreasonably interfere with or unreasonably disadvantage end users’ ability to select, access, and use broadband Internet access service or the lawful Internet content, applications, services, or devices of their choice, or edge providers’ ability to make lawful content, applications, services, or devices available to end users.

Network Security and Congestion Management

CV uses generally accepted technical measures to provide acceptable service levels to all customers, such as application-neutral bandwidth allocation, as well as measures to address service attacks, illegal content and other harmful activities to protect network integrity and reliability.

For its fixed BIAS services, CV reserves the right to prioritize traffic based on real time and non-real time applications during heavy congestion periods based on generally accepted technical measures. CV reserves the right to set speed thresholds on the amount of data you as a customer can upload and download within stated time periods. If you exceed these thresholds, CV will temporarily limit the speed at which you can send and receive data over the CV access network. CV may use other traffic management and prioritization tools to help ensure equitable access to the CV network for all customers.

For its fixed BIAS services, CV monitors customer usage to efficiently manage the performance of the network to ensure a sustainable quality broadband service is provided. Peak network usage is between 4 pm and 11 pm. During peak usage times, priority is given to select subscribers who have purchased dedicated and reserved connections to the Internet. If congestion occurs during peak usage times, bandwidth available to subscribers that have not purchased dedicated and reserved connections may be uniformly limited or reduced, and without regard to application.

Congestion due to malfunctioning hardware and/or software will be remedied as quickly as network engineers can diagnose and identify the offending hardware / software.

Congestion due to malice will be remedied using any technique available, including protocol-aware filtering and rate-limiting, to control and limit the offending source. CV may seek criminal charges against those who inflict network malice. CV may also attempt to recover costs incurred from network malice.

It is not acceptable to use the CV network for any purpose that violates local, state or federal laws or to transmit communications that might be highly offensive or damaging to any recipients or to use the service in a manner that is unintended. It is not acceptable to interfere with, violate, circumvent, misuse, distribute or disrupt network users, equipment or services, which include but are not limited to:

- Attempting to obtain unauthorized access to any network or account. This includes accessing data not intended for end user customers, logging into a server or account without being expressly authorized to access or probing the security of other networks.
- Attempts to interfere with the Service of others including users, hosts and networks. This includes “denial of service” attacks, “flooding” of networks, deliberate attempts to overload a Service and attempts to “crash” any host.
- Reselling any CV Internet Services, without CV’s written consent.
- Distribution of CV Internet Services beyond the scope of your end-user account.
- Equipment, accessory, apparatus, circuit or devices that are harmful to the network, shall not be attached to or connected with CV facilities.
- Circumventing copyright laws and regulation, including the unauthorized download of music, video, images, books, software or content and/or other copyright protected works.

CV provides Spam filtering with each customer’s email address. Details of this service are listed on CV’s website. CV will not ask you for your password in an unsolicited telephone call or email. If you believe your password has been compromised, you should immediately change your password to prevent the unauthorized use of it.

Network Performance

Fixed BIAS. CV provides fixed broadband Internet access service (“BIAS”) to its customers via DSL, fiber and fixed wireless broadband.

Customers can reasonably expect their fixed BIAS to deliver between 80% - 90% of the advertised speeds with a latency between 50 ms to 100 ms. CV conducts internal testing of its fixed BIAS and has confirmed actual speed and latency within this expectation. Advertised speeds can be found on CV’s website at the location listed below under Commercial Pricing. Customers can test their actual speeds using the speed test found on CV’s website accessible at <http://speedtest.cvalley.net>. Customers should expect actual speeds to vary depending on the time of day, network congestion and whether the customer subscribes to fiber, DSL or fixed wireless BIAS. BIAS speeds and latency measures associated with CV’s fiber networks are generally the most reliable while BIAS speeds and latency associated with fixed wireless are more likely to be affected by network congestion.

Mobile BIAS. CV provides mobile wireless over its wireless radio network in its licensed service area using LTE and 3G technology.

Expected and actual speeds and latency for CV's mobile wireless BIAS will depend on various factors, including the customer's proximity to the cell site and whether the customer is receiving service on a 3G or 4G LTE network. The Typical Speed Range ("TSR") for 3G download and upload is 1.2 to 1.6 Mbps with latency between 80 ms and 130 ms. For 4GLTE the TSR is 3 to 5 Mbps for download and 1 to 3 Mbps upload with latency between 30 ms and 80 ms.

Commercial Pricing

Please input your address into the following website link for fixed BIAS services available at your location and pricing information, including monthly prices, usage-based fees, and fees for early termination or additional network services: <http://www.cvalley.net/services/internet/>.

For pricing information on available mobile BIAS services, please click on the following website link: <http://www.cvalley.net/services/wireless/plans/>.

Contact Information

For questions, concerns or requests for additional information about our network management practices or this Internet Transparency statement, please contact CV customer service at: 660-395-9000.

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