Chariton Valley
Transparency Statement and Network Management Policy

Chariton Valley Communications Corp. ("CVCC"), and Missouri RSA 5 Partnership d/b/a Chariton Valley Wireless Services (CVW),collectively referred to hereinafter as "Chariton Valley" commits to the provision of open and non-discriminatory use of its broadband Internet access service (the "Service" or "BIAS") to its customers and commits to use reasonable network management practices to ensure an open Internet. Subject to reasonable network management practices in providing the Service, Chariton Valley does not engage in the following:

1. No Blocking: Chariton Valley does not block access to legal content, applications, services, or non-harmful devices.
2. No Throttling: Chariton Valley does not impair or degrade lawful Internet traffic based on content, applications, services, or non-harmful devices.
3. No Paid or Affiliated Prioritization: Chariton Valley does not favor some lawful Internet traffic over other lawful traffic in exchange for consideration of any kind – in other works, no "fast lanes." Chariton Valley 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 devises available to end users.

Network Security and Congestion Management

Like other Internet service providers, the Chariton Valley manages its network to protect the security, integrity, and reliability of the network, such as to address spam, viruses, and malicious content. Chariton Valley 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. Chariton Valley does not modify the protocols of these industry standard tools. We also comply with applicable law, including laws for the protection of children online and the protection of intellectual property.

Although the Chariton Valley network provides substantial capacity, it is not unlimited, and at times of high use, the network may experience congestion. For fixed broadband Internet access services ("BIAS"), Chariton Valley 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. Chariton Valley 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, Chariton Valley will temporarily limit the speed at which you can send and receive data over the Chariton Valley access network. Chariton Valley may use other traffic management and prioritization tools to help ensure equitable access to the Chariton Valley network for all customers.

For its fixed BIAS services, Chariton Valley 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.

During periods of network congestion on CVW's mobile Internet network, the network may temporarily limit speeds or the amount of data that users can transfer based on industry standard protocols, such as the proportional fairness scheduler algorithm, inherent in the air interface between the customer device and the network. Such management is "protocol-agnostic," which means that the network does not manage congestion based on the applications that customers are using. The Company reserves the right to prioritize traffic based on real time and non-real time applications during heavy congestion periods based on generally accepted technical standards and measures.

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. Chariton Valley may seek criminal charges against those who inflict network malice. Chariton Valley may also attempt to recover costs incurred from network malice.

Network Performance

Chariton Valley provides fixed 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. Chariton Valley conducts internal testing of its fixed BIAS and has confirmed actual speed and latency within this expectation. Advertised speeds can be found on Chariton Valley's website at the location listed below under Commercial Pricing. Customers can test their actual speeds using the speed test found

on Chariton Valley'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 Chariton Valley'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.

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

Expected and actual speeds and latency for Chariton Valley'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 wireless BIAS services, please click on the following website link: https://billnet.cvalley.net/dnn/Plans.

Contact Information

For questions, concerns or requests for additional information about our network management practices or this Internet Transparency statement, please contact Chariton Valley Customer Service at: 660-395-9000.

Updated August 2021