

## CHARITON VALLEY TELEPHONE CORPORATION Transparency Statement and Network Management Policy

Chariton Valley Telephone Corporation (“Chariton Valley”) commits to the provision of open and non-discriminatory use of our Broadband Internet Access Service (the “Service” or “BIAS”) to our 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. **Blocking:** Chariton Valley does not intentionally block access to legal content, applications, services, or non-harmful devices.
2. **Throttling:** Chariton Valley does not impair or degrade lawful Internet traffic based on content, applications, services, or non-harmful devices.
3. **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 words, 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 devices available to end users.

### **Network Security and Congestion Management**

Like other Internet service providers, Chariton Valley manages our 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 limited, and at times of high use, the network may experience congestion. For fixed BIAS, Chariton Valley reserves the right to prioritize traffic based on real time and non-real time applications during heavy congestion periods based on 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 our 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 4pm and 11pm. 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. 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 our customers via DSL and fiber broadband.

Customers can expect their fixed BIAS to deliver between 80% - 90% of the advertised speeds with a latency under 100 milliseconds. Chariton Valley conducts internal testing of our fixed BIAS and has confirmed actual speed and latency within this expectation. Advertised speeds can be found on Chariton Valley's website. Customers can test their actual speeds using the speed test found on Chariton Valley's website accessible at <https://www.speedtest.net/>. Customers should expect actual speeds to vary depending on the time of day, network congestion and whether the customer subscribes to fiber or DSL BIAS. BIAS speeds and latency measures associated with Chariton Valley's fiber networks are generally the most reliable and least affected by network congestion.

## **Speed/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: [Internet Plans](#).

## **Contact Information**

For questions, concerns, or requests for additional information about our network management practices or this Transparency Statement, please contact Chariton Valley customer service at 660.388.9930.

Updated March 2023