

# Transparency Disclosure

## COMPLIANCE STATEMENT AND DISCLOSURES FOR FCC “TRANSPARENCY RULE”

Consolidated Companies, Inc. and its affiliated companies (the “Company”) provides this information in its good faith effort to comply with the disclosures required by the Federal Communications Commission (“FCC”) revised “transparency” rule effective on June 11, 2018. In this regard, we endeavor through these disclosures to provide consumers with information necessary for them to make informed choices about the purchase and use of the Company’s broadband Internet access service (the “Company’s Service”).

To place our compliance efforts in context, the FCC transparency rule states as follows:

- a. Any person providing broadband Internet access service shall publicly disclose accurate information regarding the network management practices, performance characteristics, and commercial terms of its broadband Internet access services sufficient to enable consumers to make informed choices regarding the purchase and use of such services and entrepreneurs and other small businesses to develop, market, and maintain Internet offerings. Such disclosure shall be made via a publicly available, easily accessible website or through transmittal to the Commission.
- b. Broadband internet access service is a mass-market retail service by wire or radio that provides the capability to transmit data to and receive data from all or substantially all Internet endpoints, including any capabilities that are incidental to and enable the operation of the communications service, but excluding dial-up Internet access service. This term also encompasses any service that the Commission finds to be providing a functional equivalent of the service described in the previous sentence or that is used to evade the protections set forth in this part. 83 Fed. Reg. 7852, 7922 (Feb. 22, 2018) to be codified at 47 C.F.R. §8.1(b).
- c. A network management practice is reasonable if it is appropriate and tailored to achieving a legitimate network management purpose, taking into account the particular network architecture and technology of the broadband Internet access service. 83 Fed. Reg. 7852, 7922 (Feb. 22, 2018) to be codified at 47 C.F.R. §8.1(c).

The Company reserves the right to update and modify these disclosures and the underlying policies, in a manner consistent with the FCC’s directives, including by way of example the Company’s terms and conditions, network management practices and performance characteristics. To the extent such changes are made they will be reflected in the links provided below.

### **COMMERCIAL TERMS**

The rates, terms and conditions associated with the Company’s Service, including by way of example only, early termination and/or additional network service fees, can be accessed via the following links:

Terms and Conditions:

- [Internet Subscriber Agreement](#)
- [Copyright Infringement Policy](#)

When changes are made to the rates, terms and conditions of the Company's Service, we will post them on our website using the links referenced above.

The Company's "Privacy Policies" can be accessed via the following link: [Privacy Policy](#).

If you believe that the Company's Service is not meeting the rates, terms and conditions applicable to what you have ordered, please feel free to contact us so that we can address your concern:

Via Telephone –

(800) 742-7464

Business Hours: Monday – Friday; 8:00 a.m. – 5:30 p.m. CT

Calls received outside of business hours are answered by a live operator and returned as soon as possible.

Via Email –

customerservice@nebnet.net

Via Mail –

Julie Steinhoff, Director of Administrative Services, 6900 Van Dorn Suite 21, Lincoln, Nebraska 68506

We strongly encourage you to contact us in order to discuss your concerns. If based on those discussions there is some remedial action necessary, we can work together to implement it.

### ***NETWORK MANAGEMENT PRACTICES***

In offering the Company's Service, the Company recognizes that, at times, network issues will arise and, during those times, the Company will undertake actions that are appropriate and tailored to achieving a legitimate network management purpose. The Company notes specifically, the following network management practices. Please note that each of the statements below are subject to the Company's "Acceptable Use" policy. The Company's Acceptable Use Policy can be accessed via the following link: [Acceptable Use Policy](#)

1. *Blocking*. The Company does not block or otherwise prevent end user customer access to lawful content, applications, service, or non-harmful devices.
2. *Throttling*. Except where network congestion may occur, the Company strives to avoid any degradation or impairment of access to lawful Internet traffic on the basis of content, application, service, user, or use of a non-harmful device. Where service congestion occurs, the Company Service's speed may be temporarily reduced.
3. *Affiliated Prioritization*. The Company does not engage in any practice that directly or indirectly favors any of its affiliates' traffic over other traffic.

4. *Paid Prioritization.* The Company does not engage in any practice that directly or indirectly favors some traffic over other traffic in exchange for consideration, monetary or otherwise.
5. *Congestion Management.* The Company's Service is a best effort service, therefore, no congestion management is performed.
6. *Application-Specific Behavior.* The Company does not (i) block or rate-control specific protocols or protocol ports; (ii) modify protocol fields in ways not prescribed by the protocol standard; or (iii) otherwise inhibit or favor certain applications or classes of applications.
7. *Device Attachment Rules.* Provided that an attachment does not cause network harm, including by way of example, interference with the Company's network security measures, the Company does not restrict the types of devices that its end user customers may use and attach to the Company's network nor does it have any approval procedures for devices to connect to the Company's network.
8. In the event of Denial of Service (DoS), Distributed Denial of Service (DDoS) attack, spoofing or other malicious traffic, Company will implement inbound and outbound traffic filtering and/or blocking on specific source and destination IP addresses. These actions will be performed to ensure reliability and availability of the Company network. These actions will not be utilized for normal Internet applications and traffic. In the case of any suspicious or malicious network activity, notification and forensic information will be made available to the appropriate law enforcement and network security resources for investigation. The Company also monitors the operability and security of its network. End customers are encouraged and responsible to protect their own home and business networks, including but not limited, to firewall, virus protection and securing internal wifi connections. If an end-user is unlawfully compromising the integrity of the Company's network, they may be disconnected and notified. The Company will work with end-users on legitimate special applications that otherwise change normal security measures taken in the provisioning of the network for normal end users.

## ***PERFORMANCE***

1. *Service Description.* Descriptions of the Company's Service, including:
  1. the service technology;
  2. expected and actual access speed and latency; and
  3. the suitability of the service for real-time applications, is set forth below:

The Company offers broadband Internet access service via Asymmetric Digital Subscriber Line ("ADSL") and Fiber-to-the-Home ("FTTH") technologies. ADSL is a type of DSL broadband communications technology used for connecting to the Internet. ADSL allows more data to be sent over existing copper telephone lines when compared to traditional modem lines. A special filter, called a microfilter, is installed on a subscriber's telephone line to allow both ADSL and regular voice (telephone) services to be used at the same time. FTTH utilizes fiber optic cable to deliver telephone, data and video services. With the capacity for an indefinite amount of data, FTTH technology allows subscribers to receive better quality voice, data and video services in their homes.

The technology utilized to provide broadband Internet access service to an individual customer will be dependent upon the customer's address as the Company does not offer all technologies to all locations in the network.

The advertised speed of the Company's Service is the maximum speed provisioned for a given customer. While the maximum advertised speed is attainable for most end users, several factors may affect the actual speed of our Internet service offerings, including, but not limited to: the distance of the consumer's home or office from the Company's central office (i.e., the further away the customer is from the central office, the potential exists for reduced broadband speed), the end user's computer, modem or router, activity during peak usage periods, and other Internet traffic.

Based on internal testing the mean upload and download speeds for all levels of service do not deviate greater than 20% greater or less than the contracted throughput rates, including during peak usage. Latency on the Company's network falls within industry standards.

The speeds achieved with the Company's Service make it suitable for real-time applications, such as Voice over Internet Protocol ("VoIP").

2. *Impact of Non-Broadband Internet Access Service Data Services.* The Company's Service does not currently include any non-broadband Internet access service data services.