

Interstate Telecommunications Cooperative, Inc. (ITC)

NETWORK MANAGEMENT POLICIES

I. Commitment

ITC is committed to providing broadband access service based on network management policies that protect and empower our broadband access customers, and maximize the benefits of the Internet experience for all customers.

II. General Policies

- A. ITC will provide connections and transport services to the public Internet to customers and will manage its network and provide access in accordance with the Federal Communications Commission's (FCC's) Open Internet Rules (adopted December 21, 2010) and in compliance with any future Internet policies or rules adopted by the FCC.
- B. To ensure Open Access to the Broadband Internet, ITC will not unjustly or unreasonably:
- Block, interfere with or degrade an end user's ability to access, use, send, post, receive, or offer lawful content (including fair use), applications, or services of the user's choice;
 - Block, interfere with or degrade an end user's ability to connect and use the end user's choice of legal devices that do not harm the network;
 - Prevent or interfere with competition among network, application, service or content providers;
 - Engage in discrimination against any lawful Internet content, application, service or service provider with respect to network management practices, network performance characteristics, or commercial terms and conditions;
 - Give preference to affiliated content, applications, or services with respect to network management practices, network performance characteristics, or commercial terms and conditions;
- C. Applicable Laws
- ITC complies with the Online Copyright Infringement Liability Limitations Act, a portion of the Digital Millennium Copyright Act that allows Internet service providers to remove or disconnect customer access to copyright infringing material;
 - ITC complies with all other applicable laws and regulations, including the Children's Online Privacy Protection Act.
- D. Network Security and Congestion Management Policies

For the safety and privacy of our access customers and with respect for all customers, ITC

- Follows standard best efforts for Internet delivery with respect to allocation of capacity without differentiation among applications, providers, or sources; uses generally accepted technical measures 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 to provide acceptable service levels to all customers.
- 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.
- Provides our broadband subscribers a DDoS (Distributed Denial of Service) protection service. Our DDoS protection service is active for all ITC broadband customers. DDoS is an attack that attempts to make an online service unavailable by overwhelming it with traffic from multiple sources. ITC provides DDoS protection by continually monitoring traffic for DDoS threats, and once a threat is detected the threat is mitigated. Mitigation only occurs on traffic the threat is detected on, and is only performed while the threat is active. Mitigation uses several protection techniques to mitigate the threat, and they include but are not limited to dropping SSDP, NTP, SunRPC, and Chargen traffic, and shaping the remaining traffic to a level that will protect our customers and ITC's infrastructure from service degradation.

III. Pricing and Terms and Conditions of Service

Please click on the following website link(s) for information about pricing and terms and conditions of service, including ITC's privacy policy: <http://www.itc-web.com>

ITC's network management practices do not entail inspection of network traffic, and ITC does not store traffic information, provide traffic information to third parties, or use traffic information for non-network management purposes.

IV. Performance Characteristics

ITC offers broadband Internet access service via a Digital Subscriber Line ("DSL") and Fiber to the Home ("FTTH"). DSL is a wireline transmission technology that transmits data faster over traditional copper telephone lines already installed to homes and businesses. FTTH utilizes fiber optic cable to deliver telephone, data and video services to customer locations.

The advertised speed of ITC's Internet service is the maximum speed achievable with the technology utilized by ITC. While the maximum advertised speed is attainable for end users, several factors may affect the actual speed of ITC's Internet service offerings, including, but not limited to: the distance of the consumer's home or office from ITC's central office (i.e., the further away the customer is from the central office, the slower the broadband speed), the end user's computer, modem or router, activity during peak usage periods, and other Internet traffic.

To test actual access speeds and latency, please click on the following website to test your connection: <http://speedtest.sdncommunications.com/>

Contact Us: Questions, Comments, Concerns

If you have any questions about the ITC's Network Management Policies, you may contact us by calling our business office at 605-874-2181 or writing to us at PO Box 920, Clear Lake, SD 57226; or come by the business office at 312 4th Street West, Clear Lake, SD or email Bryan Roth, bryan.roth@itctel.com, GM/CEO.