

## **Policies Preserving the Open Internet**

Farmers Telephone Cooperative, Inc., together with its affiliates (collectively, “FTC”), is committed to providing broadband Internet access services in a manner that fosters an open and robust public Internet. Subject to reasonable network management practices, in providing fixed and mobile wireless broadband Internet access service (“BIAS”), FTC will not: (1) block lawful content, applications, or services; (2) block or restrict end users from connecting and using any lawful device of their choosing (provided such device does not harm the network, and conforms to widely accepted and publicly available standards applicable to the service); or, (3) unreasonably discriminate in transmitting lawful network traffic. FTC does not engage in throttling, paid prioritization or affiliated prioritizations.

### **Network Management**

Like other Internet service providers, FTC manages its network to protect the security, integrity and reliability of the network, such as to address spam, viruses and malicious content. To do so, FTC uses generally accepted industry standard tools. FTC 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 our networks provide substantial capacity, they are not unlimited, and at times of high use, our networks may experience congestion. FTC does not actively manage congestion on its fixed broadband networks at this time, but congestion management may be inherent in the industry standard protocols used to operate these networks.

During periods of network congestion on FTC’s mobile broadband Internet network, the network may temporarily limit speeds or the amount of data that users can transfer based on industry standard protocols, such as proportional fairness schedulers, 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. This management is designed to ensure that no one user is denied access to network resources even during periods of congestion.

### **Network Performance**

#### Fixed Broadband Internet Access Service

FTC provides fixed BIAS over a combination of fiber-optic cable and copper facilities using digital subscriber line (DSL) and PON technologies. FTC also provides mobile Internet access service using Wi-Fi Hotspots via the IEEE 802.11 standard over unlicensed spectrum.

FTC's "best effort" fixed BIAS provided over DSL and GPON is expected to meet the following minimum standards, consistent with internal testing:

- Bandwidth **xDSL Service** – 95% of service 95% of the time on downstream
- Bandwidth **1Gig Service** – 60% of service 60% of the time
- Latency – < 50ms
- Packet Loss – < 0.1%

FTC’s Business Class Ethernet Services should meet the following minimum requirements:

**FTC Business Class Internet Service**

- Bandwidth – 100% of layer 3 service 99% of the time.
- Latency – < 30ms
- Packet Loss – < .1% ( **Utilization ≤ Service** )

**FTC Business Class Point to Point Ethernet**

- Bandwidth – 100% of layer 2 service 99% of the time.
- Latency – < 30ms
- Packet Loss – < .1% ( **Utilization ≤ Service** )

**FTC Business Class Point to Multipoint Ethernet**

- Bandwidth – 100% of layer 2 service 99% of the time.
- Latency – < 30ms
- Packet Loss – < .1% ( **Utilization ≤ Service** )

**Mobile Wireless Broadband Internet Access Service**

FTC provides mobile wireless BIAS over its state-of-the-art wireless radio network in its licensed service area using LTE technology.

The expected and actual speeds and latency for FTC’s mobile wireless BIAS will depend on the customer’s proximity to the cell site and whether the customer is receiving service on a 3G or 4GLTE network. The Typical Speed Range (“TSR”) for 3G is 1.5 Mbps to 1.8 Mbps with latency between 70ms and 100ms. The TSR for 4GLTE is 3.6 Mbps to 5.6 Mbps with latency between 30ms and 40ms.

**Pricing and Terms and Conditions of Service**

Information about FTC’s fixed BIAS pricing and the Terms and Conditions of Service including the Acceptable Use Policy is available [here](#).

Information about FTC’s mobile wireless BIAS pricing and the Terms and Conditions of Service, including the Acceptable Use Policy, is available [here](#).

If you have questions or concerns about our open Internet policies or how we manage our network, please contact us at 1-888-218-5050.

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