

# MID-PLAINS RURAL TELEPHONE COOPERATIVE

## NETWORK TRANSPARENCY STATEMENT

Mid-Plains Rural Telephone Cooperative (“Mid-Plains” or “Company”) provides this Network Transparency Statement in accordance with the FCC’s Restore Internet Freedom Rules to ensure that you have sufficient information to make informed choices about the purchase of broadband services. Information about Mid-Plains’ other policies and practices concerning broadband are available at [www.midplains.coop](http://www.midplains.coop) (“Mid-Plains Website”).

Mid-Plains engages in network management practices that are tailored and appropriate for achieving optimization on the network considering the particular network architecture and technology of its broadband Internet access service. Mid-Plains’ goal is to ensure that all of its customers experience a broadband Internet environment that is fast, reliable and affordable. Mid-Plains wants its customers to indulge in all that the Internet has to offer, whether it is social networking, streaming videos and music, to communicating through email and videoconferencing.

Mid-Plains’ network management includes congestion- and security-protocol-management and customers generally will not be impacted by the protocols and practices that Mid-Plains uses to manage its network.

### **A. Mid-Plains’ Network Transparency Disclosures**

Mid-Plains uses various tools and industry standard techniques to manage its network and deliver fast and reliable Internet service. Mid-Plains believes in full transparency and provides the following disclosures about its network management practices:

1. **Blocking:** Mid-Plains does not block or discriminate against lawful content.
2. **Throttling:** Mid-Plains does not throttle, impair or degrade lawful Internet traffic.
3. **Affiliated Prioritization:** Mid-Plains does not prioritize Internet traffic and has no plans to do so.
4. **Paid Prioritization:** Mid-Plains has never engaged in paid prioritization. We don’t prioritize Internet for consideration to benefit particular content, applications, services or devices. Mid-Plains does not have plans to enter into paid prioritization deals to create fast lanes.
5. **Congestion Management:** Mid-Plains monitors the connections on its network in the aggregate on a continuous basis to determine the rate of utilization. If

congestion emerges on the network, Mid-Plains will take the appropriate measures to relieve congestion.

On Mid-Plains' network, all customers have access to all legal services, applications and content online and, in the event of congestion, most Internet activities will be unaffected. Some customers, however, may experience longer download or upload times, or slower surf speeds on the web if instances of congestion do occur on Mid-Plains' network.

Customers using conduct that abuses or threatens the Mid-Plains network or which violates the company's Acceptable Use Policy, Internet service Terms and Conditions, or the Internet Service Agreement will be asked to stop any such use immediately. A failure to respond or to cease any such conduct could result in service suspension or termination.

Mid-Plains' network and congestion management practices are 'application-agnostic', based on current network conditions, and are not implemented on the basis of customers' online activities, protocols or applications. Mid-Plains' network management practices do not relate to any particular customer's aggregate monthly data usage.

Mid-Plains monitors its network on a continuous basis to determine utilization on its network. Mid-Plains also checks for abnormal traffic flows. If a violation of Mid-Plains' policies has occurred and such violation is not remedied, Mid-Plains will seek to suspend or terminate that customer's service.

6. **Application-Specific Behavior:** Except as may be provided elsewhere herein, Mid-Plains does not currently engage in any application-specific behaviors on its network. Customers may use any lawful applications with Mid-Plains.
7. **Device Attachment Rules:** For best results, DSL modems, ONTs, or other proprietary network gateways used on the Mid-Plains broadband network should be provided by Mid-Plains. Customers may attach devices of their choosing to their modems, including wired or wireless routers, laptops, desktop computers, video game systems, televisions, or other network-enabled electronics equipment. However, **customers** are responsible for ensuring that their equipment does not harm Mid-Plains' network or impair the service of other customers. Mid-Plains is not responsible for the functionality or compatibility of any equipment provided by its customers. Customers are responsible for securing their own equipment.
8. **Network Security:** Mid-Plains knows the importance of securing its network and customers from network threats and annoyances. Mid Plains deploys spam and virus filters for customers using midplains.coop email accounts. However, customers should provide their own antivirus protection and use care when accessing any

email as no filter is able to prevent all malicious content from reaching customers' inbox.

As its normal practice, Mid-Plains does not block any protocols, content or traffic for purposes of network management, but Mid-Plains may block or limit traffic such as denial of service attacks to protect network integrity and the bandwidth availability of our customers.

## **B. Network Performance**

### **1. Service Descriptions**

Mid-Plains deploys Internet access to its subscribers through hardwired broadband access (DSL, or Fiber).

### **2. Network Performance**

Mid-Plains makes every effort to support advertised speeds and will dispatch repair technicians to customer sites to perform speed tests as needed to troubleshoot and resolve speed and application performance caused by Mid-Plains' network. Mid-Plains measures availability, latency, and aggregate utilization on the network and strives to meet internal service level targets.

However, the bandwidth speed at which a particular distant website or other Internet resources may be downloaded, or the speed at which your customer information may be uploaded to a distant website or Internet location is affected by factors beyond Mid-Plains' control, including the speed of the connection from a distant web server to the Internet, congestion on intermediate networks, and/or limitations on your own computer equipment, including a wireless router. In addition, your service performance may be affected by the inside wiring at your premise. Accordingly, you, the customer, must consider the capabilities of your own equipment when choosing a Mid-Plains broadband service. Your computers and/or wireless or other networks in your homes or offices may need an upgrade in order to take full advantage of the chosen Mid-Plains broadband plan.

All services are best effort.

Mid-Plains tests each service for actual and expected access speeds at the time of network installation to demonstrate that the service is capable of supporting the advertised speed. Customers may also test their actual speeds using the speed test located at [speedtest.midplains.coop](http://speedtest.midplains.coop) on Mid-Plains' website and may request assistance by calling our business office at 806-668-4420 or by email at [midplains@midplains.coop](mailto:midplains@midplains.coop).

Based on the network information Mid-Plains receives from its monitoring efforts, Mid-Plains' network is delivering data transmission rates advertised for the different high-speed Internet services. To be sure, Mid-Plains has implemented a program of testing the performance of its network by using a test protocol similar to the one sanctioned by the FCC.

### **3. Impact of Non-BIAS Data Services**

The FCC has defined Non-Broadband Internet Access Services (Non-BIAS) to include services offered by broadband providers that share capacity with Broadband Internet Access Services (BIAS) (previously known as "Specialized Services") also offered by the provider over the last-mile facilities.

Real time services, such as Non-BIAS services, such as Voice over Internet Protocol (VoIP) and Internet Protocol (IP) video services, command optimal bandwidth. As Non-BIAS traffic is combined with general Internet traffic on Mid-Plains' network, broadband customers could experience service delays, although very unlikely, if there is an occurrence of congestion on Mid-Plains' network. In any such event, the Non-BIAS traffic is given priority over general Internet traffic.

Mid Plains offers IP video service to end-users. This non-BIAS data service does not adversely affect the last-mile capacity available for the Mid Plains broadband Internet access services, or the performance of such services. Customer should note that significantly heavier use of non-BIAS services (particularly IP video services) may impact the available capacity for and/or the performance of its broadband Internet access services. The Company will monitor this situation, and appreciates feedback from its customers.

### **C. Commercial Terms**

For commercial pricing and additional service information please call 806-668-4420.

In addition to this Network Transparency Statement, patrons may also find links to the following on the Mid-Plains Website:

- [Privacy Policy](#)
- [Frequently Asked Questions \("FAQs"\)](#)
- [Acceptable Use Policy](#)

For questions, complaints or requests for additional information, please contact Mid-Plains at:

Business Office at 806-668-4420

Email at [midplains@midplains.coop](mailto:midplains@midplains.coop)