Mid-Plains Rural Telephone Cooperative
Network Management Policy

Mid-Plains Rural Telephone Cooperative ("MPRTC") is committed to ensuring the open and non-discriminatory use of the Internet by its customers and uses reasonable network management practices to ensure its customers receive the best possible service. We do this by using the following techniques, which are consistent with industry standards:

Congestion Management

MPRTC reserves the option to manage its network in such a way that no customer, service or application consumes excessive bandwidth, and thereby impedes upon the use and enjoyment of its service by other customers. To accomplish this goal, MPRTC may monitor customer usage (but not content) to ensure Internet traffic is flowing evenly throughout its system and to timely redirect traffic if needed when congestion does occur.

For instance, MPRTC may use techniques that identify spam and prevent its delivery to customers' email accounts and that detect malicious Internet traffic and prevent the distribution of viruses or other malicious codes or content. These techniques are minimally intrusive and likely won't be noticed by our customers, except through a possible longer amount of time to upload or download files or a slower web-surfing speed.

Any congestion that interferes with customers' use and enjoyment of MPRTC's Internet service will be addressed quickly in order to minimize any impact, however slight, on the normal use and functioning of our system.

Application-Specific Behavior

From time to time, certain areas of MPRTC's network may become congested. When that happens, MPRTC may identify which customer accounts are using the greatest amounts of bandwidth and temporarily manage their Internet traffic until the network is no longer congested. Customers will still be able to do anything they want to online, and many activities will be unaffected; however, some customers could experience things such as upload/download times, slower Web surfing, and some slight delays when playing online games. This technique does not manage congestion based on specific online activities, protocols or applications, but rather, only focuses on the heaviest users in real time. Consequently, the times during which MPRTC would manage its network are sporadic and often of very short duration – leaving it virtually unnoticeable to customers.

Device Attachment Rules

MPRTC allows its cable broadband customers to rent a cable modem that is to be used for connecting to the Internet. Any other cable modems must be approved by MPRTC prior to being connected to our network and must pass CableLabs certification, UL certification, and FCC certification.

Security

MPRTC utilizes a number of techniques to prevent spam and to minimize possible damage to our network or users' computers caused by viruses, malware, or other malicious codes.

Service Description/Pricing

For a list of Internet services offered by MPRTC, both residential and commercial, including the speeds available and current pricing, please see our website at http://www.midplains.coop /

Privacy

We respect your privacy and, as a result, do not collect any personal information other than what is necessary to provide you with service or respond to any questions or concerns you may have expressed to us about our service. Our complete Privacy Policy may be viewed at http://www.midplains.coop/images/PDF/privacy%20policy.pdf

Blocking/End User Control

MPRTC does not block lawful content, applications, services, or non-harmful devices unless necessary for network management and in accordance with the policies set forth herein.

If you have any questions about our Network Management Policy that are not answered herein, please contact Customer Service at (806) 668-4420 or midplains@midplains.coop.