

Clarksville Mutual Telephone Company Network Transparency Statement

Clarksville Mutual Telephone Company (CMTC) 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. For Information about CMTC's other policies and practices concerning broadband, please contact our business office at 217-889-3822.

CMTC 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. CMTC's goal is to ensure that all customers experience a safe and secure broadband Internet environment that is fast, reliable and affordable. CMTC wants 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.

CMTC's network management includes congestion monitoring and security-protocol-management and customers generally will not be impacted by the protocols and practices that CMTC uses to manage its network.

A. Clarksville Mutual Telephone Company's Network Transparency Disclosures

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

1. **Blocking:** CMTC does not block or discriminate against lawful content.
2. **Throttling:** CMTC does not throttle, impair or degrade lawful Internet traffic.
3. **Affiliated Prioritization:** CMTC does not prioritize Internet traffic.
4. **Paid Prioritization:** CMTC has never engaged in paid prioritization. We don't prioritize Internet for consideration to benefit particular content, applications, services or devices.
5. **Congestion Management:** CMTC monitors the connections on its network in the aggregate on a daily basis to determine the rate of utilization. If congestion emerges on the network, CMTC will take the appropriate measures to relieve congestion.

On CMTC's 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 CMTC's network.

Customers using conduct that abuses or threatens the CMTC 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.

CMTC's 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. CMTC's network management practices do not relate to any particular customer's aggregate monthly data usage.

CMTC monitors its network on a daily/weekly basis to determine utilization on its network. If high-volume users are brought to light by complaint, CMTC will notify the customer by telephone or USPS. If a violation of CMTC policies has occurred and such violation is not remedied, CMTC will seek to suspend or terminate that customer's service.

1. **Application-Specific Behavior:** Except as may be provided elsewhere herein, CMTC does not currently engage in any application-specific behaviors on its network. Customers may use any lawful applications with CMTC.
2. **Device Attachment Rules:** For best results, customers should use a CMTC supplied modem to ensure compatible delivery of the copper service to the end user premise. As a default only one public IPv4 address will be assigned to a customer. All other devices at the location must be secured behind a NAT capable router/firewall. Customers are encouraged but not required to use the router embedded in the CMTC-supplied modem. If the customer chooses to use a different router the built-in router can be bypassed or a modem without router functionality can be installed at CMTC's discretion. Customers may attach devices of their choosing to the router, including additional wired or wireless routers, laptops, desktop computers, video game systems, televisions, or other network-enabled electronic equipment. However, customers are responsible for ensuring that their equipment does not harm CMTC's network or impair the service of other customers. CMTC is not responsible for the functionality or compatibility of any equipment provided by its customers. Customers are responsible for securing their own equipment to prevent unauthorized access to CMTC broadband network by third parties and will be held responsible for the actions of such third parties who gain unauthorized access through unsecured customer equipment.
3. **Network Security:** CMTC knows the importance of securing its network and customers from network threats and annoyances. The company promotes the security of its network and patrons by protections from such threats as: firewall and some virus protection. As its normal practice, CMTC does not block any protocols or traffic from lawful content for purposes of network management.

B. Network Performance

1. **Service Descriptions:** CMTC deploys Internet access to subscribers through hardwired broadband copper DSL facilities.
2. **Network Performance:** CMTC makes every effort to support advertised speeds and will dispatch repair technician(s) to customer sites to perform speed tests as needed to troubleshoot and resolve speed and application performance caused by CMTC's network. CMTC 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 customer information may be uploaded to a distant website or Internet location is affected by factors beyond CMTC's control, including the speed of the connection from a distant web server to the Internet, congestion on intermediate networks, and/or limitations on customers' own computer equipment, including a wireless router. In addition, service performance may be affected by the inside wiring at premise. Accordingly, the customer, must consider the capabilities of own equipment when choosing a CMTC broadband service. Computers and/or wireless or other networks in homes or offices may need an upgrade in order to take full advantage of the chosen CMTC broadband plan.

CMTC measures DSL traffic every 5 min. All services are best effort.

CMTC 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 request assistance by calling our office at 217-889-2191 or 217-889-3822

C: Commercial Terms

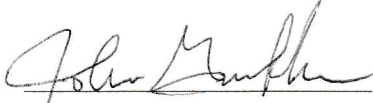
Pricing and additional service information may be found by calling 217-889-3288 or 217-889-2191.

For questions, complaints or pricing information, please contact Clarksville Mutual Telephone Company at:

Business Office at 217-889-3822

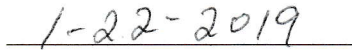
Certification

I, John Goekler, President of Clarksville Mutual Telephone Co, do hereby declare under penalties of perjury that I am an officer of the Company. I have examined the information contained in this, ISP Transparency Disclosure and certify it to be true and accurate to the best of my knowledge.

A handwritten signature in cursive script, appearing to read "John Goekler", written over a horizontal line.

John Goekler

President

A handwritten date "1-22-2019" written in cursive script over a horizontal line.

Date