

FEDERALLY-MANDATED OPEN INTERNET DISCLOSURE STATEMENT

The Federal Communications Commission (“FCC”) requires that we provide you with the following information regarding our mass market retail broadband Internet access services, including information regarding any network management practices that we employ, the performance characteristics of our services, and the commercial terms of our service offerings. These disclosures relate solely to that portion of our overall network devoted to providing mass market retail broadband Internet access service and are intended to be relied upon by current and prospective subscribers to that service as well as by the providers of “edge” products (i.e., providers of applications, devices, services, and content accessed over or connected to Long Lines’s broadband Internet access service).

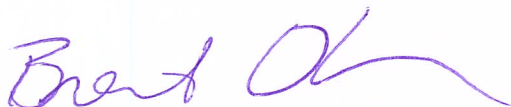
Other portions of our network may be used to provide cable service, phone service, or other information or specialized services, each of which is subject to its own terms and conditions of service. In addition, Long Lines may enter into arrangements to provide Internet service to third party establishments (such as coffee shops, bookstores, educational institutions, hotels, libraries, etc.) who then may offer such service to their customers, guests, or others. Nothing herein is intended to address the network management practices, performance characteristics, or commercial terms that may be adopted by such third party premises operators in connection with their provision of Internet service to others.

The information provided herein may be revised from time to time as Long Lines deems appropriate. In addition, the following disclosures should be read in conjunction with “Long Lines Landline Terms and Conditions of Service” and the “Acceptable Use Policy” (“AUP”), both available online at <http://www.longlines.com/legal-terms>. A copy of this is provided to customers at time of installation or which may be obtained by calling 712-271-4000. For further information regarding the services offered by Long Lines in your area, please see longlines.com.

CERTIFICATION OF FILING ACCURACY

‘I declare (or certify, verify, or state) under penalty of perjury that the foregoing is true and correct.

Executed on 6/11/2018.



Signature

Brent Olson – President/General Manager of Long Lines, LLC

NETWORK PRACTICES:

Blocking. Long Lines provides protection to its subscribers from abusive use of resources through a generalized identification and mitigation of activity recognized as abusive. Long Lines uses a service at its interface to the Internet that identifies excessive bandwidth, abnormally high use of particular services over excessive periods of time. Notifications are sent to members of the network management team when a warning level is reached and that particular service is blocked when an error level is reached. That service is restored after a waiting period. This criteria is not assigned to any particular devices.

Throttling, Affiliated Prioritization and Paid Prioritization: Long Lines reserves the right to manage network usage to ensure that the activity of a small number of subscribers at a particular point in time does not degrade, inhibit or interfere with the use of our network by others, Long Lines also maintains an “excessive use” policy that addresses total usage of an account in a calendar month. Please see our AUP located in the Acceptable Use Policy section of the web page located at <http://www.longlines.com/legal-terms> for more information regarding Long Lines’s Excessive Use policy. That being said, there are no network management tools in place to throttle or prioritize Internet activity.

Congestion Management: The bandwidth and network resources used to deliver broadband Internet access service are limited and shared among users. The FCC allows broadband Internet access service providers such as Long Lines to engage in “reasonable network management practices” to ensure that our customers enjoy a high quality online experience. The use of network management tools and techniques to conserve bandwidth may cause certain users to notice slower Internet performance, such as longer download and upload times or slower responses while surfing the Internet or playing games. The effects of network management typically will be noticeable only for a brief period of time, if at all.

At the present time, Long Lines has not found it necessary to deploy any network management tools specifically designed to address the effects of network congestion; however, consistent with the FCC’s rules, Long Lines reserves the right to employ the types of “reasonable network management” practices commonly used in the industry to protect consumers from activity that can unreasonably burden our network and cause service degradation. If and when we deploy specific network congestion management tools, we will update this disclosure statement accordingly.

Application-Specific Behavior. Long Lines does not discriminate against or prevent users of its broadband Internet access service from sending and receiving the lawful content of their choice; running lawful applications and using lawful services of their choice; or connecting their choice of legal devices, provided that such applications and services do not harm the network or the provision of broadband Internet access service, facilitate theft of service, or harm other users of the service. Similarly, Long Lines does not impair or degrade particular content, applications, services or non-harmful devices so as to render them effectively unusable, subject to the reasonable network management practices outlined herein.

Long Lines reserves the right, in accordance with applicable law, to employ reasonable network management practices to prevent certain harmful or illegal activity such as the distribution of viruses or other malicious code or the transfer of child pornography or other unlawful content.

Device Attachment Rules: Long Lines provides Internet services through several medias and therefore device attachment rules are dependent on those medias:

Cable Modem: Long Lines provides customers with the cable modem which has an ethernet interface as an option for its service. If the customer selects that option the customer may connect any ethernet capable equipment. If the customer purchases their own modem, Long Lines requires customers to use a tested and certified DOCSIS 2.0 or 3.0 compliant modem to connect to its network. Use of a non-compliant modem may be subject to service interruption due to network updates. Information regarding compliant modems can be found at http://www.cablelabs.com/wp-content/uploads/2013/10/cert_qual.xlsx. Long Lines recommends that customers replace non-compliant equipment with a compliant device. While the customer is ultimately responsible for their device, Long Lines provides best effort to support customers and the selection and configuration of their devices.

Ethernet, DSL and Fiber-to-the-home: Long Lines provides the customers with the router, modem or ONT device which has a standard ethernet interface as part of the service. The service and package selected will dictate the speed of that interface. The customer device to be connected to the Long Lines device must be compatible with the dictated speed and support the ethernet protocol. While the customer is ultimately responsible for their device, Long Lines provides best effort to support customers and the selection and configuration of their devices.

Security: Long Lines also employs certain practices to protect the security of our customers and our network from unwanted and harmful activities. These include practices designed to protect our servers against Denial of Service attacks and to prevent viruses, worms, spyware, spam and identity theft. In order to ensure the effectiveness of our security practices, we do not publicly disclose specific information detailing the levels and types of activities that may trigger our deployment of security protection measures. When security measures are employed, they may affect performance characteristics of service or the ability to access certain suspicious websites, but such measures are employed in a manner designed to have non-discriminatory impact on all similarly-situated customers.

PERFORMANCE CHARACTERISTICS:

Service Description: Long Lines provides what is known as a “fixed broadband” Internet access service that is designed to provide the capability to transmit data to and receive data from all or substantially all Internet end points. Long Lines offers multiple packages (or “tiers”) of broadband Internet access service for residential or commercial use with varying speeds, features, delivery methods (including ethernet, DSL, cable, fiber-to-the-home, and dial-up) and bandwidth usage limitations that may affect the suitability of such service for real-time applications. The features, pricing and other commercial terms of our service offerings are