NETWORK TRANSPARENCY STATEMENT

DTC Communications ("DTC" or "Company") provides this Network Transparency Statement in accordance with the FCC's Restoring Internet Freedom Rules to ensure that you have sufficient information to make informed choices about the purchase of broadband services. Information about DTC's other policies and practices concerning broadband are available at www.DTCCom.net ("DTC Website").

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

DTC will not unjustly or unreasonably prevent or interfere with competition among Content, Applications, Service or Device Providers.

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

A. DTC's Network Transparency Disclosures

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

1. **Blocking:** DTC does not block or discriminate against lawful content

2. **Throttling:** DTC does not throttle, impair or degrade lawful Internet traffic.

3. **Affiliated Prioritization:** DTC does not prioritize Internet traffic and has no plans to do so.

4. **Paid Prioritization:** DTC has never engaged in paid prioritization. We don't prioritize Internet for consideration to benefit particular content, applications, services or devices. DTC does not have plans to enter into paid prioritization deals to create fast lanes.

5. **Congestion Management:** DTC 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, DTC will take the appropriate measures to relieve congestion.

   On DTC'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 DTC's network.

   Customers using conduct that abuses or threatens the DTC 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.

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

   DTC monitors its network on a continuous basis to determine utilization on its network. DTC also checks for abnormal traffic flows, network security breaches, malware, loss, and damage to the network. If a breach is detected or high volume users are brought to light by complaint, DTC provides notification to the customer via email or phone. If a violation of DTC's policies has occurred and such violation is not remedied, DTC will seek to suspend or terminate that customer's service.

6. **Application-Specific Behavior:** DTC engages in Port UPnP for security of subscriber devices from Denial of Service Attacks. Otherwise, except as may be provided elsewhere herein, DTC does not currently engage in any application-specific behaviors on its network. Customers may use any lawful applications with DTC.

7. **Device Attachment Rules:** Customers must use PPPoE for authentication of point to point connections between devices on the network. There is a limit of one (1) PPPoE session per account. For best results, DSL modems, wireless modems, or other proprietary network gateways used on the DTC broadband network should be provided by DTC. 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 DTC's network or impair the service of other customers. DTC 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 DTC's 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.

8. **Network Security:** DTC 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 spam, viruses, firewall issues, and phishing schemes. DTC also deploys spam filters in order to divert spam from an online customer's email inbox into a quarantine file while allowing the customer to control which emails are identified as spam. Customers may access the spam files through the email.

   As its normal practice, DTC does not block any protocols, content or traffic for purposes of network management, but DTC may block or limit such traffic as spam, viruses, malware, or denial of service attacks to protect network integrity and the security of our customers.

B. Network Performance

1. **Service Descriptions**

   DTC deploys Internet access to its subscribers through ADSL, VDSL and Fiber technologies.

2. **Network Performance**

   DTC 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 DTC's network. DTC 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 DTC's 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 DTC 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 DTC broadband plan.

DTC manages its network with the goal of delivering a fast, safe and uncompromised broadband Internet experience to all of its customers. But, high-speed bandwidth and network resources are not unlimited. Managing the network is essential for the promotion of the best possible broadband Internet experience by all of DTC's customers. The company uses reasonable network management and test practices that are consistent with industry standards. In addition, DTC is required by the FCC to test a random set of customers for speed and latency periodically during the year. By using this service, the customer agrees to allow the DTC to perform these tests. DTC tries to use tools and technologies that are minimally intrusive and, in its independent judgment guided by industry experience, among the best in class. Of course, the company's network management practices will change and evolve along with the uses of the Internet and the challenges and threats on the Internet.

For the wireless service, DTC measures Bit Error Rate (BER) and the Received Signal Strength Indicator (RSSI) parameters for transmission rates, latency, and traffic every 15 min. For DSL, Fiber and T1 service, DTC measures traffic every 5 min. All services are best effort.

DTC 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 http://irisharbor.speedtestcustom.com/ on DTC's website and may request assistance by calling our business office at **615-529-2955** or email **WeCare@DTCcom.net**.

Based on the network information DTC receives from its monitoring efforts, DTC's network is delivering data transmission rates advertised for the different high-speed Internet services. To be sure, DTC has implemented a program of testing the performance of its network by using a test protocol similar to the one sanctioned by the FCC. We installed specific network performance monitoring equipment at aggregation points across our network and conducted a series of tests using this equipment. DTC reports the results of this testing below. This result applies to both upload and download data rates, and applies for measurements made both at peak times and over a 24-hour period:

DOWNLOAD & UPLOAD SPEEDS, LATENCY

DOWNLOAD SPEEDS

SPEED TIER	MEASURED
10 Mbps	8 Mbps
12 Mbps	9.6 Mbps
25 Mbps	20 Mbps
50 Mbps	40 Mbps
100 Mbps	80 Mbps
300 Mbps	240 Mbps
1000 Mbps	800 Mbps

UPLOAD SPEEDS

SPEED TIER	MEASURED
1 Mbps	.8 Mbps
3 Mbps	2.4 Mbps
10 Mbps	8 Mbps
100 Mbps	80 Mbps
300 Mbps	240 Mbps
1000 Mbps	800 Mbps

LATENCY

SPEED TIER	MEASURED
10/1 Mbps	80 milliseconds
12/2 Mbps	80 milliseconds
25/3 Mbps	80 milliseconds
50/10 Mbps	80 milliseconds
100/100 Mbps	30 milliseconds
300/300 Mbps	30 milliseconds
1000/1000 Mbps	30 milliseconds

3. Impact of Non-BIAS Data Services

The FCC has defined two types of broadband services: Broadband Internet Access Service ("BIAS") and Non-Broadband Internet Access Service ("Non-BIAS") service. BIAS is a mass-market retail service by wire or radio that provides the capacity to tranmit data to and receive data from all, or substantially all, Internet endpoints. Non-BIAS services include services offering connectivity to one or a small number of Internet endpoints for a particular device (i.e. heart monitors) or don't provide access to the internet at all. Non-BIAS (previously known as "Specialized Services") may share capacity with BIAS over to include services offered by broadband providers that share capacity with Broadband Internet Access Services (BIAS) also offered by the provider over the last-mile facilities.

Real time services, such as Non-BIAS, include 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 DTC's network, broadband customers could experience service delays, although very unlikely, if there is an occurrence of congestion on DTC's network. In any such event, the Non-BIAS traffic is given priority over general Internet traffic.

DTC provides Hosted Voice-over-the-Internet-Protocol (VoIP) services. The VoIP traffic uses private RFC 1918 addresses, dedicated paths for VoIP and QoS on the routers/switches it touches. The QoS priority is based on the source and destination IP. Where VoIP traffic is combined with best effort Internet traffic and QoS priority is employed, the network could endure marginal delays if there are instances of bandwidth contention, although very unlikely.

DTC also provides IP video service to end-users. Generally, this non-BIAS data service does not adversely affect the last-mile capacity available for DTC's broadband Internet access services, or the performance of such services. However, in the unlikely event that there is significantly heavier use of non-BIAS services (particularly IP video services), this may impact the available capacity for and/or the performance of its broadband Internet access services. DTC will monitor this situation, and appreciates feedback from its customers.

4. Statement of Suitability for Real-time Applications

The use of multimedia applications is increasing day to day on the Internet. The Service is adapted for use with real-time multimedia applications such as video conferencing, gaming and instant messaging that require quality of service (QoS) provisioning in terms of bounds on delay and packet loss.

C. Commercial Terms

Pricing and additional service information may be found here.

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

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

For questions, complaints or requests for additional information, please contact DTC at **615-529-2955** or email **WeCare@DTCcom.net.**