

NOXAPATER TELEPHONE COMPANY

NETWORK MANAGEMENT POLICY

Noxapater Telephone Company (“Noxapater” or “Company”) provides this Network Management Policy in accordance with the Federal Communications Commission (FCC) requirements to disclose certain network management practices, performance characteristics, and commercial terms to ensure that you have sufficient information to make informed choices about the purchase of broadband services.

Noxapater 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. Noxapater’s goal is to ensure that all of its customers experience a safe and secure broadband Internet environment that is fast, reliable and affordable. Noxapater wants its customers to indulge in all that the Internet has to offer, whether it is social networking, streaming videos and music, or communicating through email and videoconferencing.

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

A. Noxapater’s Network Transparency Disclosures

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

- 1. Blocking:** Noxapater does not block or discriminate against lawful Internet content, applications, services or non-harmful devices.
- 2. Throttling:** Noxapater does not throttle, impair or degrade lawful Internet traffic based on content, application, service, user, or use of a non-harmful device.
- 3. Affiliated Prioritization:** Noxapater does not favor any Internet traffic over others, including through the use of techniques such as traffic shaping, prioritization, or resource reservation, to benefit an affiliate, and has no plans to do so.

4. **Paid Prioritization:** Noxapater has never engaged in paid prioritization. Noxapater does not favor or prioritize any Internet traffic over others and does not prioritize Internet websites over others in exchange for any consideration to benefit any content, applications, services, or devices. Noxapater does not have plans to enter into paid prioritization deals to create fast lanes.
5. **Congestion Management:** Noxapater monitors the connections on its network in the aggregate to determine the rate of utilization. Noxapater may take appropriate measures to relieve undue congestion if it occurs on the network.

On Noxapater's network, all customers have access to all legal services, applications, and content online and, 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 Noxapater's network.

Customers using conduct that abuses or threatens the Noxapater 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.

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

Noxapater monitors its network to determine utilization on its network. Noxapater 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, Noxapater provides notification to the customer via email or phone. If a violation of Noxapater's policies has occurred and such violation is not remedied, Noxapater will seek to suspend or terminate that customer's service.

6. **Application-Specific Behavior:** Except as may be provided elsewhere herein, Noxapater does not currently engage in any application-specific behaviors on its network. Customers may use any lawful applications with Noxapater. The Company does not inhibit or favor applications or classes of applications over its High-Speed Internet/broadband data network. All traffic is treated in a "protocol-agnostic" manner, which means management is not based on applications and is also content neutral. Noxapater does not block or rate-control specific protocols or protocol ports, modify protocol fields, or otherwise inhibit or favor certain applications or classes of applications.

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 Noxapater broadband network should be provided by Noxapater. 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 Noxapater's network or impair the service of other customers. Noxapater 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 Noxapater'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. If the company discovers a customer device is harmful to its network, Noxapater has the right to request that the customer remove such device.

8. **Network Security:** Noxapater 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 protecting them from such threats as spam, viruses, firewall issues, and phishing schemes. Noxapater 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. Spam files are automatically deleted if not accessed within 35 days.

As its normal practice, Noxapater does not block any protocols, content or traffic for purposes of network management, but Noxapater 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

Noxapater deploys Internet access to its subscribers through Digital Subscriber Line (DSL), a form of hardwired broadband access. Information about our different service offerings can be found at <https://noxapatertelephonecompany.com/internet-service-pricing>. Basic telephone service is required for all of our broadband services. All our broadband services are best effort and can support real-time application.

2. Network Performance

Noxapater 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 Noxapater's network.

The FCC requires that the company disclose information regarding the expected and actual speed and latency of our Internet access service offerings. Latency measures the average time it takes for a data packet to travel from one point on a network to another. It is typically measured by round-trip time utilizing milliseconds. While latency generally does not significantly impact day-to-day Internet usage, certain applications, such as high-definition multiplayer online games, may be particularly affected by it.

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 Noxapater'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 Noxapater 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 Noxapater broadband plan.

Noxapater's advertised speeds are estimates that the Company targets to achieve for its customers. Noxapater cannot guarantee that a customer will achieve those speeds at all times. The actual speeds achieved by customers may vary based on a number of factors, including, but not limited to: (a) the performance and capabilities of the customer's computer; (b) the connection between a customer's computer and service demarcation, such as the use of wireless routers; (c) variances in network usage; (d) the distance a packet of information must travel from the customer's computer to its final destination on the Internet; (e) congestion or variable performance at a particular website or destination; or (f) performance characteristics of transmissions over the Internet that are outside of our control. Accordingly, customers should consider the capabilities of their own equipment when choosing broadband service. Customers may need to upgrade their computers and other networks in their homes or offices to take full advantage of the chosen broadband plan.

There are a number of available tools online that customers may utilize to measure Internet performance. Please note that all speed tests have biases and flaws and should be considered a guide rather than a conclusive measurement of performance.

Noxapater 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.

Based on the network information Noxapater receives from its monitoring efforts, Noxapater's network is delivering data transmission rates advertised for the different high-speed Internet services. To be sure, Noxapater 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. Noxapater reports the results of this testing below.

Residential and Business Speeds

Download Speeds

ADVERTISED	ACTUAL SUSTAINED	PERCENTAGE DIFFERENTIAL
1.5 Mbps	1.5 Mbps	
3.0 Mbps	3.0 Mbps	
6.0 Mbps	6.2 Mbps	
10.0 Mbps	10.0 Mbps	
15 & 25	15 & 25	

Upload Speeds

ADVERTISED	ACTUAL SUSTAINED	PERCENTAGE DIFFERENTIAL
.512 Mbps	.512 Mbps	
1.0 Mbps	1.0 Mbps	
1.0 Mbps	1.20 Mbps	
1.00 Mbps	1.204 Mbps	
3.0 Mbps	3.0 Mbps	
3.0 Mbps	3.0 Mbps	

3. Impact of Non-BIAS Data Services

The FCC defines 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, including Voice Services, command optimal bandwidth. As Non-Bias traffic is combined with general Internet traffic on Noxapater's network, broadband customers could experience service delays, although very unlikely, if there

is an occurrence of congestion on Noxapater's network. In such an event, Non-Bias traffic is given priority over general Internet traffic.

C. Commercial Terms

1. Pricing

Noxapater offers multiple levels of Internet service, all with no monthly data cap. The current pricing and other terms and conditions of the various tiers can be found at <https://noxapatertelephonecompany.com/internet-service-pricing>. Prices do not include applicable federal, state, or local taxes and regulatory fees. Prices and packages are subject to change.

2. Privacy Policies

Noxapater values the privacy of its internet service customers. Like most companies, the Company collects certain information when its customers interact with the Company, when its customers use its internet service, and when its customer's visit Noxapater's website. This information is used to deliver, provide, and repair the Company's services and establish and maintain customer records and billing accounts. Noxapater protects the information it has about its customers and requires those it shares it with to protect it. Noxapater does not sell, license, or share information that individually identifies its customers with others without customer consent, except as necessary when working with vendors and partners for business purposes and when necessary for them to do work on the Company's behalf. Additional details about Noxapater's Privacy Policy can be found at:

<https://noxapatertelephonecompany.com/policies-%26-terms>.

3. Redress Options

We strive to provide excellent customer service and resolve any issues promptly. If you have questions, complaints, or need additional information, please call (662) 724-2192 or email custserv@noxapatertel.net. We review all correspondence in the order received and attempt to respond as soon as possible.