

OPEN INTERNET POLICY

La Porte City Telephone Company adopts this Open Internet Policy to promote the Internet as an open platform enabling customer choice, freedom of expression, end-user control, competition, and the freedom to innovate. This Open Internet Policy shall be subject to the policies adopted by Iowa Network Services (INS) which can be found here:

https://iowanetworkservices.com/ins_open_internet_disclosure_information . In the case of any conflict between this Open Internet Policy and that adopted by INS, INS' policy shall control.

No Unreasonable Discrimination: La Porte City Telephone Company does not unreasonably interfere or disadvantage a customer's transmission of lawful network traffic over his or her broadband Internet service, subject, however, to La Porte City Telephone Company reasonable network management. Reasonable network management practices are set forth below.

La Porte City Telephone Company does not:

- Discriminate among specific uses, or class of uses, of its network
- Impair, degrade or delay VoIP applications or services that compete with its voice services or those of its affiliates
- Impair, degrade, delay or otherwise inhibit access by customers to lawful content, applications, services or non-harmful devices
- Impair free expression by actions such as slowing traffic from particular web sites or blogs
- Demand pay-for-priority or similar arrangements that directly or indirectly favor some traffic over other traffic
- Prioritize its own application, services or devices or those of its affiliates

No Blocking: La Porte City Telephone Company does not block lawful content, applications, services, or non-harmful devices, subject, however, to La Porte City Telephone Company' reasonable network management. Network management practices are set forth below.

NETWORK MANAGEMENT PRACTICES

General: La Porte City Telephone Company manages its network to provide high quality service to its customers. La Porte City Telephone Company cannot guarantee that it can prevent spam, viruses, security attacks, network congestion and other actions which can affect service, but does use various filters, monitoring efforts and other measures to minimize the effects of spam, viruses, security attacks, network congestion and other actions which can affect the service provided to customers.

Latency: Latency is another measurement of Internet performance. Latency is the time delay in transmitting or receiving packets on a network. Latency is primarily a function of the distance between two points of transmission, but also can be affected by the quality of the network or networks used in transmission. Latency is typically measured in milliseconds, and generally has no significant impact on typical everyday Internet usage. As latency varies based on any number of factors, most importantly the distance between a customer's computer and the ultimate Internet destination (as well as the number and variety of networks your packets cross), it is not possible to provide customers with a single figure that will define latency as part of a user experience.

Congestion: La Porte City Telephone Company has not experienced substantial problems with congestion. However, it may be possible that congestion events occur in the future, particularly as it may be related to the service capacity from third parties used by La Porte City Telephone Company to provide customers access to the world. Such service capacity and attendant congestion concerns are outside the control of La Porte City Telephone Company.

La Porte City Telephone Company does implement management network techniques in order to minimize congestion. La Porte City Telephone Company operates our network to accommodate the necessary traffic requirements. In the event of congestion, all traffic is classified as best effort.

Our congestion management approach will change over time, as we continue to study and enhance our practices and as new technologies emerge. In the meantime, we will continue to invest in our network in accordance with our normal course of business operations, which includes installing technology that will increase the speed and capacity of our services.

Such management techniques in place includes monitoring of bandwidth in and out of La Porte City Telephone's internet network.

Use of Network: In no case will La Porte City Telephone Company discriminate among customers on the basis of the lawful type of content, applications, services or devices which the customer uses.

Applications: Customers may use any lawful and commercially available application which they desire. La Porte City Telephone Company does not normally monitor the content of the customer's traffic or applications and undertakes no obligation to monitor or investigate the lawfulness of any specific application used by a customer. La Porte City Telephone Company will only take steps regarding an application-specific behavior by a customer if there is a reasonable belief that the application will cause harm to La Porte City Telephone Company's network or is unlawful, including, but not limited to, violation of intellectual property rights. La Porte City Telephone Company, though, does use devices to monitor the amount and frequency of customer's usage.

Devices: A customer may use any lawful, compatible type-accepted and commercially available device which they desire on the network provided by La Porte City Telephone Company, as long as such device does not harm the network or infringe upon the intellectual rights of another.

Security: La Porte City Telephone Company undertakes no obligation to monitor or protect customer traffic from spam, viruses, denial of service attacks or other malicious, unlawful or unwarranted activities. La Porte City Telephone Company does not guarantee that it can protect customers from any or all security breaches. The customer is using this service at its own risk. Customers are cautioned to purchase their own spam filtering and antivirus software from commercial vendors to meet their needs. However, a customer that is subject to spam, virus, denial of service attack or similar malicious, unlawful or unwarranted activities is urged to contact La Porte City Telephone Company as soon as possible. La Porte City Telephone Company will work with the customer on how the customer can take appropriate and economically reasonable efforts to address the matter. La Porte City Telephone Company reserves the right to restrict, suspend or terminate a customer's service in the event customer's security breach negatively impacts La Porte City Telephone Company's network or service to other customers.

Other Matters: As identified by La Porte City Telephone Company, La Porte City Telephone Company will charge

wi-fi sharing, reselling, or unsecured network users different rates for the service. Other terms and conditions for use are found in La Porte City Telephone Company' Acceptable Use Policy at <http://www.lpctel.com/acceptableuse.html>. The terms and conditions of the Internet Service Agreement control to the extent there is any inconsistency with this Policy.

PERFORMANCE CHARACTERISTICS

The pricing and levels of service provided by La Porte City Telephone Company can be found at <http://www.lpctel.com/highspeedinternet.html>. The service provided is a DSL type of service consisting of fiber optic and copper digital facilities. Expected access speeds in the DSL portions of the network range from 10Mb to 200Mb depending on the actual lengths of the respective fiber trunks and copper lines. La Porte City Telephone Company's ability to deliver the speeds set forth above may be affected by significant use of specialized services such as Internet-based video services.

Iowa Network Services (INS) is the internet upstream provider for La Porte City Telephone Company. La Porte City Telephone offers a speed test site to any user or customer. It can be accessed here: <http://speedtest.lpctel.net/> these tests are heavily dependent on a customer's home network configuration, modem, and computers, and therefore do not reflect the performance of the La Porte City Telephone Company network only.

There are other speed tests that measure Internet performance. We have provided links to a few of these sites below for your reference. Please note, however, that all speed tests have biases and flaws. Each of these tests measures limited aspects of an ISP's speed and therefore must be seen as a guide rather than definitive measurements of performance.

- <http://netins.net/speedtest/>
- <http://www.speedtest.net>

Your Internet Speeds: La Porte City Telephone provides residential and commercial customers with a variety of high speed Internet plans from which to choose, ranging from our initial tier (with download speeds up to 10 Megabits per second ("Mbs"), and upload speeds up to 1 Megabit per second ("Mbs")) to our top tier (with download speeds up to 200 Mbps, and upload speeds to 100 Mbps). La Porte City Telephone provisions its customers' modems and engineers its network to ensure that its customers can enjoy the speeds to which they subscribe. However, La Porte City Telephone does not guarantee that a customer will actually achieve those speeds at all times. Without purchasing an expensive, dedicated Internet connection, no Internet Service Provider ("ISP") can guarantee a particular speed at all times to a customer. La Porte City Telephone Company advertises its speeds as "up to" a specific level based on the tier of service to which a customer subscribes.

The "actual" speed that a customer will experience while using the Internet depends upon a variety of conditions, many of which are beyond the control of an ISP such as La Porte City Telephone Company. These conditions include:

1. Performance of a customer's computer, including its age, processing capability, its operating system, the number of applications running simultaneously, and the presence of any adware and viruses.
2. Type of connection between a customer's computer and modem. For example, wireless

connections may be slower than direct connections into a router or modem. Wireless connections also may be subject to greater fluctuations, interference and congestion. Wireless modem connections for use with La Porte City Telephone Company' higher speed tiers may not perform at the speeds delivered by these tiers.

3. The distance packets travel (round trip time of packets) between a customer's computer and its final destination on the Internet, including the number and quality of the networks of various operators in the transmission path. The Internet is a "network of networks." A customer's connection may traverse the networks of multiple providers before reaching its destination, and the limitations of those networks will most likely affect the overall speed of that Internet connection.

4. Congestion or high usage levels at the website or destination. If a large number of visitors are accessing a site or particular destination at the same time, your connection will be affected if the site or destination does not have sufficient capacity to serve all of the visitors efficiently.

5. Gating of speeds or access by the website or destination. In order to control traffic or performance, many websites limit the speeds at which a visitor can download from their site. Those limitations will carry through to a customer's connection.

6. The performance of the modem you have installed. Modem performance may degrade over time, and certain modems are not capable of handling higher speeds.

This is the reason that La Porte City Telephone Company, like all other ISPs, advertises speeds as "up to" a particular level, and does not guarantee them.

PRIVACY

As a general statement, La Porte City Telephone Company does not usually entail inspection of network traffic. La Porte City Telephone Company does retain and store certain traffic information for time periods required by federal and state law, including, but not limited to, the identity of the customer using a particular IP address during a specific period of time. La Porte City Telephone Company does assist law enforcement and provides traffic information that it may have available to it when requested pursuant to the Communications Assistance for Law Enforcement Act, the Foreign Intelligence Surveillance Act and other applicable national and state security and criminal statutes. For further information about La Porte City Telephone Company use of personally identifiable consumer information, please review La Porte City Telephone Company' Privacy Policy <http://www.lpctel.com/privacypolicy.html>

INFORMATION

La Porte City Telephone Company is the sole owner of the information collected on its website.

COMPLAINTS

If a customer has complaints about the service, they are urged to contact lpctelco@lpctel.net. A customer always has the right to file a complaint with the Federal Communications Commission at www.fcc.gov.

CONTACTING LA PORTE CITY TELEPHONE COMPANY

If you have any questions about this privacy statement, the practices of this site, or your dealings with La Porte City Telephone Company, you may contact us at the following:

La Porte City Telephone Company
PO Box 185
306 Main Street
La Porte City, Iowa 50651
Phone: 319-342-3369
Fax: 319-342-3696
Email: lpctelco@lpctel.net

RESERVATION OF RIGHTS/AMENDMENTS

In the event of any conflict between material found on other links on La Porte City Telephone Company' web site and this Open Internet Policy, the more specific terms at the other links shall control.

La Porte City Telephone Company may modify this Policy and other policies it has linked for the customer from time to time at its discretion. Notice of such changes will be posted on this web site. However, individual notice to customers, content providers, application providers, service providers or device providers by any means whatsoever shall not be provided unless specifically required to by federal or state law. Notice of changes will be provided in advance normally upon a thirty day basis. However, La Porte City Telephone Company reserves the right to use a shorter notice period when circumstances so warrant.