

Network Management Practices Policy

Pursuant to the Federal Communications Commission's newly enacted Open Internet Rules found in Part 8 of Title 47 of the Code of Federal Regulations, Cozad Telephone Company (Cozad Telephone) regarding network management practices, performance characteristics, and commercial terms are provided in entirety so that current customers, prospective customers, third-party content providers and other interested parties can make informed choices regarding the broadband Internet access services offered by Cozad Telephone, and the extent Cozad Telephone's network management practices may affect those services.

Network Management Practices

In the interest of providing the best online experience possible for all of Cozad Telephone's customers, Cozad Telephone utilizes reasonable network management practices tailored to achieve legitimate network management purposes. Because bandwidth is a limited resource for broadband Internet service providers, it is essential that Cozad Telephone reasonably manages its network to promote the use and enjoyment of the Internet by all of Cozad Telephone's customers. By engaging in reasonable and responsible network management, Cozad Telephone prevents its customers from being subjected to the negative effects of spam, viruses, security attacks, network congestion, and other risks that threaten to degrade service. The network management practices employed by Cozad Telephone are consistent with industry standards.

Cozad Telephone does not participate in "paid prioritization" to directly or indirectly favor some internet traffic over other traffic. Cozad Telephone does not use techniques such as traffic shaping, prioritization, resource reservation, or other forms of preferential traffic management, either in exchange for consideration (monetary or otherwise) from a third party, or to benefit an affiliated entity.

Cozad Telephone does not block lawful content, applications, services, or non-harmful devices, subject to reasonable network management. Additionally, Cozad Telephone does not block users from accessing lawful websites, subject to our reasonable network management practices. Nor does Cozad Telephone block applications that may compete with either Cozad Telephone or one of its affiliates voice or video service products, subject again to our reasonable network management practices.

Cozad Telephone does not reasonably discriminate in transmitting lawful network traffic over a user's broadband internet access service subject to our reasonable network management practices. Cozad Telephone allows its customers to connect any ordinary and typical consumer device to Cozad Telephone network provided the device conforms to publicly available industry standards and be non-harmful to Cozad Telephone network or its customers.

Congestion Management

Cozad Telephone does not employ any automatic congestion management tools or software on network traffic.

It is possible that a relatively small number of customers may place a disproportionate demand on the network bandwidth resources, causing network congestion and an overall degradation in service quality for other end users. In our experience, this is typically due to malware or other computer infection issues affecting the high-demand user, not legitimate network use. If this occurs, Cozad Telephone may take steps to temporarily suspend some levels of network access to the unusually high-demand users, and contact them about a possible solution, so as not to disrupt network traffic for the majority of the system's users.

Application-Specific Behavior

Cozad Telephone does not make use of any application-specific network management practices. Cozad Telephone does not favor, modify, inhibit, rate control (throttle), or block any specific protocols, protocol ports or fields, or any applications or classes of applications.

Device Attachment Rules

Cozad Telephone provides, at no additional charge, necessary hardware for attaching user devices to Cozad Telephone's network. Cozad Telephone does not specifically limit device types for attachment within its network; however, Cozad Telephone does not guarantee the functionality of devices other than those provided by the provider.

In order for a device to be approved for use on the Cozad Telephone's network, the device must conform to publicly available industry standards and be non-harmful to Cozad Telephone's network.

Security

Cozad Telephone offers its customers unrestricted access to all of the lawful content, services, and applications available on the Internet. Cozad Telephone uses industry standard tools and generally accepted best practices and policies to protect our customers from spam, phishing, and other unwanted or harmful online content and activities. In the instances where these tools and policies identify online content as harmful or unwanted, the content may be prevented from reaching customers, or customers may be permitted to identify or inspect content to determine if it is harmful or unwanted. As Cozad Telephone becomes aware of harmful or infected client connections on our network, we may temporarily suspend Internet access to that client and contact them to work to resolve the problem, so as to maintain access for the remaining Cozad Telephone clients.

Performance Characteristics

Cozad Telephone offers broadband Internet access service via Digital Subscriber Line ("DSL") and Fiber-to-the-Home ("FTTH") technology. DSL is a wireline transmission technology that transmits data faster over traditional copper telephone lines already installed to homes and businesses. FTTH utilizes fiber optic cable to deliver telephone, data and video services. With the capacity for an indefinite amount of data, FTTH technology allows subscribers to receive better quality voice, data and video services in their homes. The technology utilized to provide broadband Internet access service to an individual customer will be dependent upon the customer's address as Cozad Telephone does not offer all technologies to all locations in the network. Cozad Telephone's FTTH offering is available in certain service areas.

The advertised speed of Cozad Telephone's Internet service is the maximum speed achievable with the technology utilized by Cozad Telephone. While the maximum advertised speed is attainable for end users, several factors may affect the actual speed of Cozad Telephone's Internet service offerings, including, but not limited to: the distance of the consumer's home or office from Cozad Telephone's central office (i.e., the further away the customer is from the central office, the slower the broadband speed), the end user's computer, modem or router, activity during peak usage periods, and other Internet traffic.

Based on internal testing, the mean upload and download speeds for all levels of service do not deviate greater than 10% greater or less than the contracted throughput rates, including during peak usage periods (i.e., between 7:00 p.m. and 11:00 p.m. on weeknights). Latency on our network falls within industry standards.

The speeds achieved with Cozad Telephone's Internet service offering make Cozad Telephone's Internet service suitable for real-time applications, such as Voice over Internet Protocol ("VoIP"). Any additional specialized services offered by Cozad Telephone, such as IPTV, have no effect on the data transfer characteristics of Cozad Telephone's Internet service, even if the specialized services may share some of the same physical network as the Internet service.

Cozad Telephone does not offer any specialized services.

Commercial Terms

Pricing

In order to meet the usage and budgetary needs of all of our customers, Cozad Telephone offers a wide selection of broadband Internet access plan options, including promotional offerings, bundled service choices, and ala carte alternatives. For current

pricing options, please visit our website www.cozadtel.net, or call (308)784-4044 to speak to a customer service representative.

Usage-Based Fees

Cozad Telephone's Internet service is priced on a flat-fee basis (plus taxes). Cozad Telephone does not charge end users a usage-based fee for Internet service.

Privacy Policy

The various network management tools and techniques utilized by Cozad Telephone do not monitor, inspect or store the network activity and traffic of its Internet service users. Further, as part of its network management practices, Cozad Telephone does not distribute information on network activity and/or traffic to any third party, or use network traffic information for any non-network management purpose.

Cozad Telephone affords full access to all lawful content, services and applications available on the Internet and does not routinely monitor, inspect or store the network activity and traffic of its Internet service users. However, Cozad Telephone reserves the right to monitor bandwidth, usage, transmissions and content for purposes of protecting the integrity of the network and Cozad Telephone's Internet access service through reasonable network management practices, or as directed by law enforcement or court order.

Network traffic, activity, performance information, and equipment information monitored or collected by Cozad Telephone is done so for the sole purpose of reasonable network management purposes.

Cozad Telephone is required to comply with relevant laws, regulations and governmental requests. Information covered under this Privacy Policy, as well as other categories of information, may be disclosed to third parties if Cozad Telephone determines, in its sole discretion, that such a disclosure is necessary or required. Cozad Telephone may also disclose this information if, in its sole discretion, such a disclosure is necessary or required to protect our interests or the interests of our customers. Cozad Telephone may also disclose this information in connection with the sale of our business.

Cozad Telephone's network management practices as discussed herein are intended solely to provide the best online experience possible for all of Cozad Telephone's customers by safeguarding our network and its users from spam, viruses, phishing, and other unwanted or harmful online content and activities. Cozad Telephone's network management practices are not intended, nor implemented, to block consumers from accessing the content and applications of their choice, deprive consumers of their entitlement to competition, or discriminate against or in favor of certain network traffic. End users with questions, concerns or complaints regarding Cozad Telephone's

network management practices are encouraged to contact Cozad Telephone for issue resolution.

Contact Us

If you have any questions regarding Cozad Telephone's Network Management Practices Policy or would like to file a complaint with us regarding our network management practices, please contact Cozad Telephone at:

Cozad Telephone Company

122 E. 7th Street

Cozad, NE 69130

Phone: (308)784-4044

Fax: (308)784-1115

www.cozadtel.net

Further, if you believe that Cozad Telephone is in violation of the FCC's Open Internet Rules, you may file either an informal or formal complaint with the FCC.

<http://esupport.fcc.gov/complaints.htm>

Additional Disclaimers

The Open Internet Rules, as adopted, and Cozad Telephone's Network Management Practices Policy are not intended to affect, alter or otherwise supersede the legal status of cooperative efforts by broadband Internet access service providers and other service providers that are designed to curtail infringement in response to information provided by rights holders in a manner that is timely, effective, and accommodates the legitimate interests of Cozad Telephone's, rights holders, and end users.

Furthermore, the Open Internet Rules, as adopted, and Cozad Telephone's Network Management Practices Policy do not prohibit Cozad Telephone from making reasonable efforts to address the transfer of unlawful content or unlawful transfers of content.

For additional information, please review Provider's Acceptable Internet Use Policy/Subscriber Agreement at: www.cozadtel.net

Provider's full Privacy Policy can be found at: www.cozadtel.net