

Kingdom Telephone Company hereafter referred to as [COMPANY], uses various tools and industry standard techniques to manage its network and deliver fast, secure and reliable Internet service. **[COMPANY]** believes in full transparency and provides the following disclosures about its network management practices:

- 1. Blocking:** **[COMPANY]** does not block or discriminate against lawful content.
- 2. Throttling:** **[COMPANY]** does not throttle, impair or degrade lawful Internet traffic.
- 3. Affiliated Prioritization:** **[COMPANY]** does not prioritize Internet traffic and has no plans to do so.
- 4. Paid Prioritization:** **[COMPANY]** has never engaged in paid prioritization. We don't prioritize Internet for consideration to benefit particular content, applications, services or devices. **[COMPANY]** does not have plans to enter into paid prioritization deals to create fast lanes.
- 5. Congestion Management:** **[COMPANY]** monitors the connections on its network individually and in the aggregate on a daily basis to determine the rate of utilization. **PHYNX FIBER** takes a preventative approach to network congestion by anticipating bottlenecks and remedying the issue before it presents and has the opportunity to affect customer experiences. If congestion emerges on the network, **[COMPANY]** will take the appropriate measures to relieve congestion.

Customers using conduct that abuses or threatens the **[COMPANY]** 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.

[COMPANY]'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. **[COMPANY]**'s network management practices do not relate to any particular customer's aggregate monthly data usage.

[COMPANY] monitors its network on a daily basis to determine utilization on its network. **[COMPANY]** also checks for abnormal traffic flows, network security breaches, loss, and damage to the network. If a violation of **[COMPANY]**'s policies has occurred and such violation is not remedied, **[COMPANY]** will seek to suspend or terminate that customer's service.

- 6. Application-Specific Behavior:** Except as may be provided elsewhere herein, [COMPANY] does not currently engage in any application-specific behaviors on its network. Customers may use any lawful applications with [COMPANY].
- 7. Device Attachment Rules:** [COMPANY] provides an ONT (Optical Network Terminal) or a modem as the point to demarcation for the service. This unit acts as a gateway device as well - but customers are not obligated to use it as such. By request the [COMPANY] ONT/modem can be placed into a bridged configuration - allowing customers to provide their own router, etc. Customers may attach devices of their choosing to their ONT/modem, 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 [COMPANY]'s network or impair the service of other customers. [COMPANY] 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 [COMPANY]'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. Security:** As its normal practice, [COMPANY] does not block any protocols, content or traffic for purposes of network management, but [COMPANY] 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.
- 9. Impact of Non-Broadband Internet Access Service Data Services:** Layer 2 services are offered on the network by [COMPANY]. The bandwidth required to offer these non-broadband services is accounted for in the same way that broadband services are - congestion avoidance and alleviation practices are the same and no impact on broadband customers can be expected as a result of these services existing on the network.