

Network Management Policy

Heritage Telephone Co. invests significant resources to bring internet access to our customers and strives to provide customers an optimum online experience that enables them to access all available content, including up-to-date news and information, online shopping, communications tools, movies, video, music, gaming, and an array of other online services.

As a result of the explosive growth of the internet and the availability of ever more sophisticated applications, per-subscriber bandwidth consumption has dramatically increased. This may cause periodic congestion in the network that Heritage Telephone Co. must address. Generally, Heritage Telephone Co. utilizes a best-efforts approach to deliver residential internet service. This means Heritage Telephone Co. does not prioritize one type of traffic or application over other types. Heritage Telephone Co. seeks to deliver all traffic at the customer's provisioned speed; its network management is content and application agnostic.

Heritage Telephone Co. uses network management tools to enforce quality of service to customers for applications that are sensitive to packet loss, delay or jitter like VoIP, time-sensitive data, and video traffic. Key features of Heritage Telephone Co.'s network management are:

- Heritage Telephone Co. does not block, throttle, or inhibit any specific applications or classes of applications.
- Heritage Telephone Co. does not restrict the types of devices that can be connected to its network.
- Heritage Telephone Co. does not engage in paid prioritization.

Like other internet service providers, Heritage Telephone Co. manages its network to provide customers secure and optimal internet experience. Heritage Telephone Co. monitors the flow of traffic on its network, including the amount of data sent to and from customer connections, the source, and destination of data, and the type—but not the contents—of information sent and received. In limited circumstances, Heritage Telephone Co. may also review the contents of the information to determine whether it is malicious (such as spam or a virus) or when required by law. Heritage Telephone Co. continually upgrades its security and network management tools based on technology advances and network needs.

Heritage Telephone Co. generally allows customers to attach any lawful device to its network so long as it does not impede the provision of internet access service, harm the network, enable theft of the service or a violation of Heritage Telephone Co.'s Acceptable Use Policy or any terms of service, or harm other users of the service. Heritage Telephone Co.'s internet services are configured to use an internet protocol address, which is a publicly-routable Internet protocol address.

Usage Terms & Conditions

Customers can consult Heritage Telephone Co.'s general Terms and Conditions of service as well as Internet pricing plans for more information about their internet service. Heritage Telephone Co. does not capture any site-specific information or restrict or inhibit the use of any applications.

Service Performance

The Service speeds identified in Heritage Telephone Co.'s marketing materials and other communications reflect service capability speeds when service is offered based on speed tiers. These service tiers are usually denoted by a number that identifies the high-end of that service tier's speed range — commonly referred to as “up to” the noted speed. The high-end of the speed range in a service tier represents the potential wired maximum speed capability in that service tier, but is not a statement or guarantee of the maximum speed you will receive. Some applications such as short email without attachments or basic Web browsing do not require high-speed service capability to function optimally, while other activities such as transferring large data files can be performed faster with higher speed services. The speed or capability of the plan you purchase may not be suitable for some applications, particularly those involving high-bandwidth uses such as streaming video or video conferencing. Service is not available to all locations, may not be offered in a speed tier, and if offered in speed tiers some speed tiers may not be available at your location.

The maximum speed you will receive will depend on a multitude of factors, including, among other things: the distance of your premises from our nearest remote terminal or central office; the equipment in use and number of other users on the portion of our network that connects you to the remainder of our network or the internet; interference; the wiring inside your premises; and the capacity or performance of your computer, device or modem.

Furthermore, the speed you receive at a point in time may vary and may be less than your maximum speed, depending on, among other things, the composition of the information or files you are accessing, usage and traffic on the internet, the server with which you are communicating, and the networks you and others are using when communicating.

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