

Citizens Telephone and Cablevision

Disclosures Concerning Internet Service

Citizens Telephone and Cablevision (the “Company”) provides this disclosure in its good faith effort to comply with all requirements of the Federal Communications Commission (“FCC”) regarding the open and non-discriminatory use of the Internet by our customers and the use of reasonable network management practices as stated by the FCC to ensure an open Internet. As such, the Company will, in good faith, manage its network and provide access in accordance with the FCC’s Open Internet Rules and will comply, in good faith, with any future rules adopted by the FCC.

In adopting its Open Internet Rules, the FCC sought to ensure that our end user customers had certain information regarding the management of our Internet services. This policy statement, in conjunction with our privacy policy, acceptable use policy, and the commercial terms and conditions that we provide on our web site and provide to each new customer, are aimed at meeting these objectives.

The Company reserves the right to update and modify these policies and our terms and conditions as well as our network management practices from time to time. Thus, we encourage you to visit our website periodically to review our practices.

Network Management Practices. The Company manages its network without regard to the specific type of network traffic, application or end user. The Company does not block or rate-control (throttle) specific protocols or ports. Additionally, the Company does not inhibit or favor certain application or classes of applications. Further, at this time no hard data caps are imposed.

Device Attachment. The Company allows end users that subscribe to our Internet service to connect any ordinary and typical consumer device to the network provided that such attachment does not harm our network.

Security Protections. The Company maintains the ability to implement reasonable practices to ensure network security and integrity, including by addressing traffic that is harmful to the network or traffic that is unwanted by the end users of our Internet service.

Reasonable Network Management Practice Defined. We use the following definition for what we consider to be a reasonable network management practice -- A network management practice is reasonable if it is appropriate and tailored to achieving a legitimate network management purpose, taking into account the particular network architecture and technology of the broadband Internet access service. For example, the Company may block spam or other unsolicited bulk email.

No Blocking. The Company does not block lawful content, applications, services, or non-harmful devices, subject to reasonable network management. Additionally, the Company does not block users from accessing lawful web sites, subject to our reasonable network management practices nor does the Company block applications that may compete with either the Company's or one of its affiliate's voice service products, subject again to our reasonable network management practices.

No Unreasonable Discrimination. The Company does not unreasonably discriminate in transmitting lawful network traffic over a user's broadband Internet access service subject to our reasonable network management practices.

Service Description. The Company provides service using HFC (Hybrid Fiber Coaxial) delivery systems, Asymmetric Digital Subscriber Line ("ADSL") technology that uses copper wire, and by using Fiber to the Home (FTTH) technologies.

Suitability for Real Time Applications. All of the Company's Internet service offerings can be used for real time applications. However, performance of those applications may improve at higher transmission speeds.

Question and Concerns. If you have any questions or concerns about network management or these disclosures you can go to our website, www.ctcis.net. If this does not resolve your inquiry, please direct and questions or comments to customerservice@ctcis.net, or please call our business office at 660-584-2111, 8:00 am – 5:00 pm, Monday thru Friday.