

## ISP Transparency Disclosure

Hickory Telephone Company and HTC Communications, Inc. (Collective referred to as HTC)  
ISP Transparency Disclosure

### Connectivity Overview

HTC currently offers internet service over Fiber-Optic and Twisted Pair.

### Network Practices

#### Congestion Management

HTC currently has no congestion management. The bandwidth available to these services simply does not require it.

### Application-Specific Behavior

HTC places no port restrictions or rate controls to block or hinder any specific service, other than blocking network access to NetBIOS ports and outgoing SMTP (port 25) traffic. This is strictly a network security measure and should, in no way, effect any normal internet service usage.

### Device Attachment

HTC places no explicit restrictions or regulations on what Internet connected devices you choose to run. We do however reserve the right to ban or refuse to allow the connection of devices that we determine may cause performance issues on our network or that may degrade the quality of service to customers.

### Security

HTC offers no inherit security to your overall Internet connection. All of HTC's hosted email service goes through a spam and virus filtering, but it is still recommended that customers run their own security software on their devices for the highest level of possible protection.

### Performance Characteristics

#### Service Description

For anyone wishing to test their own internet speeds, we recommend starting with HTC's speed test, available at <http://hky.speedtestcustom.com>. This will show your real network speed when connected back to HTC. It is impossible for us to control the speeds that are achieved outside of our network, but we do offer enough bandwidth to supply all of our customers. If you feel you are not getting your advertised speed, please contact HTC with your concerns.

### Pricing

Pricing will vary depending on services and bundles, often times internet costs will be lower than what we list, but the following list will be for unbundled, stand-alone internet service.

Fiber-Optic: Customers of HTC's Fiber-Optic Internet have the choice of four tiers of service. Below is a matrix describing these tiers. The speeds indicated here are layer 1 measurements and most services to test speeds measure higher layers resulting in speeds usually around 90% - 95% of the provisioned speed.

Package	Download	Upload	Unbundled Price
25 Mbps	25 Mbps	25 Mbps	\$51.99
50 Mbps	50 Mbps	50 Mbps	\$51.99
100 Mbps	100 Mbps	100 Mbps	\$61.99
200 Mbps	200 Mbps	200 Mbps	\$71.99
400 Mbps	400 Mbps	400 Mbps	\$91.99

Twisted Pair: Customers of HTC's Twisted Pair Internet have the choice of two tiers of service. Below is a matrix describing these tiers. The speeds indicated here are layer 1 measurements and most services to test speeds measure higher layers resulting in speeds usually around 90% - 95% of the provisioned speed.

Package	Download	Upload	Unbundled Price
25 Mbps	25 Mbps	10 Mbps	\$51.99
50 Mbps	50 Mbps	10 Mbps	\$51.99

#### Impact of Specialized Services

HTC does not currently, and has no plans to offer any additional or specialized services that would affect overall network performance.

#### Commercial Terms

We currently have no bandwidth limits. We reserve the right to investigate usage patterns that indicate security issues or illegal activities

#### Policies

You can visit <http://www.hky.com/tariffs> at any time to check the most up-to-date versions of our privacy policy, acceptable use policy, and other service agreements.

#### Redress

If you are experiencing problems or have questions about your service, you can call HTC Technical Support during business hours Mon-Fri 8am-4:30pm at 724-356-2211, or after hours 24/7.