

Valley Telephone Cooperative

Network Transparency Statement

Valley Telephone Cooperative, and its subsidiaries, (“VTC” and “We”) provides consumers with accessible, easy-to-understand information about the services we provide to help make informed decisions about what services will best suit their needs. Consistent with this practice, we provide this Network Transparency Statement in accordance with the Federal Communications Commission (“FCC”) requirements to disclose certain network management practices, performance characteristics, and commercial terms. Information about VTC’s broadband policies and practices is available at www.vtc.net (“VTC Website”).

Network Practices

VTC will not unjustly or unreasonably discriminate against lawful Internet content, applications, services, or non-harmful devices.

VTC engages in network management practices that are tailored and appropriate for achieving optimization on the network considering the particular network architecture and technology of its broadband Internet access service. VTC’s goal is to ensure that all of its customers experience a safe and secure broadband Internet environment that is fast, reliable and affordable. We want our customers to experience all the Internet offers, whether it is social networking, streaming videos, listening to music, or communicating through email and videoconferencing.

Network Management Disclosures

VTC’s network practices include congestion and security-protocol-management. Such protocols and practices generally will not impact our customers’ user experience. VTC uses various tools and industry-standard techniques to manage its network to ensure fast, secure, and reliable Internet service. VTC provides the following overview of its network management practices:

- 1. Blocking:** VTC does not block or discriminate against lawful content, applications, services, or non-harmful devices. We conduct only reasonable network management. For network protection, large malicious attacks, such as DDoS, are blocked to or from particular IPs until the threat is removed or mitigated to prevent impacting the normal traffic flow of other subscribers.
- 2. Throttling:** VTC does not throttle, impair, or degrade lawful Internet traffic based on content, application, service, user, or use of a non-harmful device. We engage in only reasonable network management practices.
- 3. Affiliated Prioritization:** VTC does not favor any affiliated Internet traffic over others,

including through the use of techniques such as traffic shaping, prioritization, or resources reservation, to benefit an affiliate, and we have no plans to do so.

- 4. Paid Prioritization:** VTC does not favor or prioritize any paid Internet traffic over others. We do not prioritize Internet websites over others in exchange for any consideration to benefit any content, applications, services, or devices.

Network Management Practices

VTC's network management practices are intended to ensure that we provide the best possible Internet access to our customers. To achieve this goal, we employ network management techniques such as identifying spam and preventing its delivery to customer email accounts, detecting malicious Internet traffic, and preventing the distribution of, or inadvertent access to, malware, phishing, viruses, or other harmful code or content.

- 1. Congestion Management:** VTC continuously monitors the connections on its network in aggregate for all Internet based types of traffic to determine the utilization rate. VTC may take appropriate measures to relieve undue congestion if it occurs on the network.

VTC's network and congestion management practices do not discriminate based on the type of application being used. Nor are they based on any particular customer's aggregate monthly data usage. We examine only current network conditions, not our customers' online activities.

Customer conduct that abuses or threatens the VTC's network or violates our Acceptable Use Policy, Internet Service Terms and Conditions, or the Internet Service Agreement will be asked to stop immediately. If a customer fails to respond or cease such conduct, we may suspend service or terminate the user's account.

VTC also checks for abnormal traffic flows, network security breaches, malware, loss, and damage to the network. If a breach is detected or high-volume users are brought to light by complaint, we provide notification to the customer via email or phone. If a customer violates the Acceptable Use Policy or other policies and such a violation is not remedied, VTC will seek to suspend or terminate that customer's service.

In the event we take any congestion management actions, the vast majority of our users' Internet activities will be unaffected. Some customers may, however, experience more extended download or upload times or slower surf speeds.

- 2. Application-Specific Behavior:** Except as may be provided elsewhere herein, VTC does not currently engage in any application-specific network management

activities on its network. Customers may use any lawful application as part of their Internet usage.

- 3. Device Attachment Rules:** For best results, modems, wireless modems, or other proprietary network gateways used on the VTC broadband network should be provided by VTC. Customers may, however, attach their own devices to their modems, including wired or wireless routers, laptops, desktop computers, video game systems, televisions, or other network-enabled electronics equipment. Customers are responsible for ensuring that their equipment does not harm VTC's network or impair the service of other customers. VTC 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 VTC'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.
- 4. Network Security:** VTC knows the importance of securing its network and customers from network threats and annoyances. We promote the security of our network and our customers by protecting them from threats like spam, viruses, firewall issues, and phishing schemes.

As its normal practice, VTC does not block any protocols, content or traffic for purposes of network management, but VTC 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.

VTC utilizes a 3rd party company to deploy spam filters for its email service to divert spam from an online customer's email inbox into a quarantine file, while allowing the customer to control which emails are identified as spam. Customers may access spam files through the email program. Spam files are automatically deleted if not accessed within 30 days.

Network Performance

1. Service Descriptions

VTC serves a large geographic area that is sparsely populated. As a result of this, every area within VTC's service territory does not receive the same technology or service. All internet services sold are sold as best effort. Obtainability of specific technology is dependent on the geographic location of the customer and correlation to the location of the deployed facilities. VTC's variety of facilities deployed throughout the service area prevents an illustration of service availability in a specific area; however, detailed information is available about choices for technologies and services by contacting VTC at 1-800-421-5711 or <https://www.vtc.net/contact-us>.

2. Network Performance

VTC supports its advertised speeds and will dispatch repair technicians to customer sites to perform speed tests, as needed, to troubleshoot and resolve speed and application performance issues caused by VTC's network. VTC measures availability, latency, and aggregate utilization on its network and strives to meet internal service level targets.

However, the download or upload speeds for a particular distant website or other Internet resource are affected by factors beyond VTC's control, including the speed of the connection from a distant web server to the Internet, congestion on intermediate networks, and limitations on your computer equipment like your wireless router. In addition, your inside-premises wiring could affect service performance. Accordingly, consumers should consider the capabilities of their own equipment when choosing broadband service. You may need to upgrade your computers and other networks in your home or office to take full advantage of the chosen broadband plan.

Upon request, VTC tests each service for actual and expected access speeds at the time of network installation to demonstrate that the service can support the advertised speed.

Customers may also test their actual speeds using the speed test located on VTC's website at www.speedtest.net and request assistance by calling our business office at 1-800-421-5711 or by email at support@teamvtg.net.

Based on the network information VTC receives from its monitoring efforts, VTC's network is delivering data transmission rates advertised for the different high-speed Internet services. To be sure, VTC has implemented a program of testing the performance of its network by using a test protocol similar to the one sanctioned by the FCC. The results below apply to both upload and download data rates and applies for measurements made both at peak times and over a 24-hour period.

DOWNLOAD & UPLOAD SPEEDS, LATENCY

Advertised Connection Speeds are as follows:

RESIDENTIAL AND BUSINESS SPEEDS

Speed Tier	Technology	Latency	Download Speed	Upload Speed
Optic Up to 20Mb	FTTH	20 m/s	20Mbps	3Mbps
RES Up to 6Mb	DSL	80 m/s	6Mbps	512Kbps
BUS Up to 6Mb	DSL	80 m/s	6Mbps	512Kbps
RES WRS Up to 6Mb	FIXED WIRELESS	85 m/s	6Mbps	2Mbps
BUS WRS Up to 6Mb	FIXED WIRELESS	85 m/s	6Mbps	2Mbps
RES Up to 10Mb	DSL	80 m/s	10Mbps	1Mbps
BUS Up to 10Mb	DSL	80 m/s	10Mbps	1Mbps
Optic Up to 100Mb	FIXED WIRELESS	20 m/s	100Mbps	20Mbps
RES Up to 20Mb	DSL	80 m/s	20Mbps	1Mbps
BUS Up to 20Mb	DSL	80 m/s	20Mbps	1Mbps
RES WRS Up to 10Mb	FIXED WIRELESS	85 m/s	10Mbps	3Mbps
BUS WRS Up to 10Mb	FIXED WIRELESS	85 m/s	10Mbps	3Mbps
Optic Up to 50Mb Business	FTTH	20 m/s	50Mbps	10Mbps
Optic Up to 300Mb	FTTH	20 m/s	300Mbps	50Mbps
RES WRS Up to 25Mb	FIXED WIRELESS	85 m/s	25Mbps	5Mbps
BUS WRS Up to 25Mb	FIXED WIRELESS	85 m/s	25Mbps	5Mbps
Optic Up to 500Mb	FTTH	20 m/s	500Mbps	75Mbps
Optic Up to 1Gig	FTTH	20 m/s	1024Mbps	100Mbps
Optic Up to 100Mb Business	FTTH	20 m/s	100Mbps	50Mbps
Optic Up to 300Mb Business	FTTH	20 m/s	300Mbps	100Mbps
Optic Up to 500Mb Business	FTTH	20 m/s	500Mbps	150Mbps
Optic Up to 1Gig Business	FTTH	20 m/s	1024Mbps	200Mbps

**Speed and latency measurements updated 9/30/2024.

***Actual speed measured down/up may vary by 10%

3. Impact of Non-BIAS Data Services

The FCC has defined Non-Broadband Internet Access Services (Non-BIAS) to include services offered by broadband providers that share capacity with Broadband Internet Access Services (BIAS) (previously known as “Specialized Services”) also offered by the provider over the last-mile facilities. At this time, VTC is not offering any non-BIAS data services.

Commercial Terms

1. Pricing

VTC offers multiple levels of internet service, all available with no monthly data cap. The pricing and other terms for our different service offerings can be found [here](#). Prices do not include applicable federal, state, or local taxes and regulatory fees. Prices and packages are subject to change.

2. Privacy Policies

VTC values the privacy of our internet service customers. Like most companies, we collect certain information about our customers and use it to provide our services. We collect information when you interact with us, when you use our internet service, and when you visit our website. This information is used to deliver, provide, and repair our services, and to establish and maintain customer records and billing accounts. We protect the information we have about our customers and require those we share it with to protect it as well. VTC does not sell, license, or share information that individually identifies our customers with others, without your consent, except as necessary when working with vendors and partners for business purposes and when necessary for them to do work on our behalf. Additional details about our privacy policy can be found by clicking [here](#).

3. Redress Options.

We strive to provide excellent customer service and to resolve any issues promptly. If you have any questions or complaints regarding VTC’s internet service, you may call 1-800-421-5711 or email us at support@teamvtg.net. Valley takes all such questions and complaints seriously.

In addition to this Network Transparency Statement, patrons may also find links to the following on the Valley Website:

- [Frequently Asked Questions \(“FAQs”\)](#)
- [Acceptable Use Policy](#)
- [Machine Readable Broadband Labels](#)