

Marshall County Fiber

Network TRANSPARENCY statement

Marshall County Fiber (“MCF” or “Company”) provides this Network Transparency Statement in accordance with the FCC’s Rules to ensure that you have sufficient information to make informed choices about the purchase of broadband services. Information about MCF’s other policies and practices concerning broadband are available at www.marshallfiber.com (“MCF Website”)

MCF 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. MCF’s goal is to ensure that all of its users experience a safe and secure broadband Internet environment that is fast, reliable and affordable. MCF wants its customers to indulge in all that the Internet has to offer, whether it is social networking, streaming videos and music, to communicating through email and videoconferencing.

MCF will not unjustly or unreasonably prevent or interfere with competition among Content, Applications, Service, or Device Providers.

MCF’s network management includes congestion- and security-protocol-management and customers generally will not be impacted by the protocols and practices that MCF uses to manage its network.

A. MCF’s Network Transparency Disclosures

MCF uses various tools and industry standard techniques to manage its network and deliver fast, secure and reliable Internet service. MCF believes in full transparency and provides the following disclosures about its network management practices:

- 1. Blocking:** MCF does not block or discriminate against lawful content.
- 2. Throttling:** MCF does not throttle, impair or degrade lawful Internet traffic.
- 3. Affiliated Prioritization:** MCF does not prioritize Internet traffic and has no plans to do so.
- 4. Paid Prioritization:** MCF has never engaged in paid prioritization. We don’t prioritize Internet for consideration to benefit particular content, applications, services or devices. MCF does not have plans to enter into paid prioritization deals to create fast lanes.

5. **Congestion Management:** MCF monitors the connections on its network in the aggregate on a continuous basis to determine the rate of utilization. If congestion emerges on the network, MCF will take the appropriate measures to relieve congestion.

On MCF's network, all customers have access to all legal services, applications and content online and, in the event of congestion, most Internet activities will be unaffected. Some customers, however, may experience longer download or upload times, or slower surf speeds on the web if instances of congestion do occur on MCF's network.

Customers engaging in conduct that abuses or threatens the MCF 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.

MCF'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. MCF's network management practices do not relate to any particular customer's aggregate monthly data usage.

MCF monitors its network on a continuous basis to determine utilization on its network. MCF 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, MCF provides notification to the customer via email or phone. If a violation of MCF's policies has occurred and such violation is not timely remedied, MCF will seek to suspend or terminate that customer's service.

6. **Application-Specific Behavior:** Except as may be provided elsewhere herein, MCF does not currently engage in any application-specific behaviors on its network. Customers may use any lawful applications with MCF.
7. **Device Attachment Rules:** Customers must use PPPoE for authentication of point to point connections between devices on the network. There is a limit of one (1) PPPoE session per account. For best results, DSL modems, wireless modems, or other proprietary network gateways used on the MCF broadband network should be provided by MCF. Customers may attach devices of their choosing to their modems, 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 MCF's

network or impair the service of other customers. MCF 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 MCF'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. **Network Security:** MCF knows the importance of securing its network and customers from network threats and annoyances. The company promotes the security of its network and patrons by protections from such threats as spam, viruses, firewall issues, and phishing schemes. MCF also deploys spam filters in order 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 the spam files through the email.

As its normal practice, MCF does not block any protocols, content or traffic for purposes of network management, but MCF 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. **Discrimination:** MCF does not unreasonably discriminate in transmitting lawful network traffic, subject to reasonable network management practices.

B. Network Performance

1. Service Descriptions

MCF deploys Internet access to its subscribers through hardwired fiber optic cable as well as through fixed wireless facilities.

2. Network Performance

MCF makes every effort to support advertised speeds and will perform speed tests as needed to troubleshoot and resolve speed and application performance caused by MCF's network. MCF measures availability, latency, and aggregate utilization on the network and strives to meet internal service level targets.

However, the bandwidth speed at which a particular distant website or other Internet resources may be downloaded, or the speed at which your customer information may be uploaded to a distant website or Internet location is affected by factors beyond MCF's control, including the speed of the connection from a distant web server to the Internet, congestion on intermediate

networks, and/or limitations on your own computer equipment, including a wireless router. In addition, your service performance may be affected by the inside wiring at your premise. Accordingly, you, the customer, must consider the capabilities of your own equipment when choosing a MCF broadband service. Your computers and/or wireless or other networks in your homes or offices may need an upgrade in order to take full advantage of the chosen MCF broadband plan.

MCF tests each service for actual and expected access speeds at the time of network installation to demonstrate that the service is capable of supporting the advertised speed. Customers may also test their actual speeds using the speed test located at <http://speed.rtc1.com/> on MCF's website and may request assistance by calling our business office at 574.223.2191 or by email at support@rtc1.com

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

FIBER DOWNLOAD & UPLOAD SPEEDS, LATENCY

FIBER DOWNLOAD SPEEDS

SPEED TIER	MEASURED (PEAK TIMES)	MEASURED (OFF-PEAK TIMES)
25/5 Mbps	26.56M	26.75M
50/15 Mbps	51.17M	51.58M
80/20 Mbps	80.62M	81.01M
120/30 Mbps	119.91M	119.87M
120/120 Mbps	119.97M	119.91M
250/50 Mbps	247.58M	247.75M

750/200 Mbps	810.49M	717.28M
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FIBER UPLOAD SPEEDS

SPEED TIER	MEASURED (PEAK TIMES)	MEASURED (OFF-PEAK TIMES)
25/5 Mbps	7.08M	6.91M
50/15 Mbps	17M	17.20M
80/20 Mbps	21.82M	22.20M
120/30 Mbps	31.66M	22.24M
120/120 Mbps	120.70M	121.59M
250/50 Mbps	51.53M	51.77M
750/200 Mbps	199.16M	200.52M

FIBER LATENCY

SPEED TIER	LATENCY (PEAK TIMES)	LATENCY (OFF- PEAK TIMES)
25/5 Mbps	9ms	24ms
50/15 Mbps	10ms	25ms
80/20 Mbps	11ms	25ms
120/30 Mbps	11ms	26ms
120/120 Mbps	9ms	25ms
250/50 Mbps	10ms	15ms
750/200 Mbps	10ms	25ms

FIXED WIRELESS DOWNLOAD & UPLOAD SPEEDS, LATENCY

FIXED WIRELESS DOWNLOAD SPEEDS

SPEED TIER	MEASURED (PEAK TIMES)	MEASURED (OFF-PEAK TIMES)
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10/2 Mbps	10.58M	10.96M
15/2 Mbps	16.02M	16.80M
25/3 Mbps	31.11M	30.03M
50/5 Mbps	49.06M	65.45M

FIXED WIRELESS UPLOAD SPEEDS

SPEED TIER	MEASURED (PEAK TIMES)	MEASURED (OFF-PEAK TIMES)
10/2 Mbps	2.54M	2.34M
15/2 Mbps	2.92M	2.58M
25/3 Mbps	4.04M	3.61M
50/5 Mbps	5.89M	5.33M

FIXED WIRELESS LATENCY

SPEED TIER	LATENCY (PEAK TIMES)	LATENCY (OFF- PEAK TIMES)
10/2 Mbps	27.81ms	21.38ms
15/2 Mbps	23.62ms	21.66ms
25/3 Mbps	21.85ms	16.18ms
50/5 Mbps	29.23ms	18.22ms

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 lastmile facilities.

Real time services, such as Non-BIAS services, include Voice over Internet Protocol (VoIP) and Internet Protocol (IP) video services, command optimal bandwidth. As Non-BIAS traffic is combined with general Internet traffic on MCF’s network, broadband customers could experience service delays, although very unlikely, if there is an occurrence of congestion on

MCF's network. In any such event, the Non-BIAS traffic is given priority over general Internet traffic.

VoIP Non-BIAS data service:

MCF provides Voice-over-the-Internet-Protocol (VoIP) to its fixed wireless and fiber customers. The VoIP traffic uses private RFC 1918 addresses, dedicated paths for VoIP and QoS on the routers/switches it touches. The QoS priority is based on the source and destination IP. Where VoIP traffic is combined with best effort Internet traffic and QoS priority is employed, the network could endure marginal delays if there are instances of bandwidth contention, although very unlikely.

IP Video Non-BIAS data services:

MCF offers IP video service to end-users. This non-BIAS data service does not adversely affect the last-mile capacity available for the Company's broadband Internet access services, or the performance of such services. Customer should note that significantly heavier use of non-BIAS services (particularly IP video services) may impact the available capacity for and/or the performance of its broadband Internet access services. The Company will monitor this situation, and appreciates feedback from its customers.

C. Pricing for Services

Users can find up to date information regarding MCF's internet service offerings by visiting www.marshallfiber.com/fiber-service .

For specific internet plan details, including monthly cost, contract terms, provider fees, speed data, etc., users are encouraged to review Broadband Consumer Labels found on the Company's website. In addition, users can access individual, machine-readable, files of RTC's Broadband Consumer Labels here: <https://www.marshallfiber.com/services-4>

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

- [Privacy Policy](#)
- [Acceptable Use Policy](#)

For questions, complaints or requests for additional information, please contact MCF at:

Business Office at 574.223.2191
Email at support@rtc1.com