

Filer Mutual Internet Transparency Disclosures and Policies

These disclosures and policies apply to broadband Internet access service (“Service”) provided by Filer Mutual Telephone Company (“Filer Mutual,” “Company,” or “we”) to retail customers (“Customer” or “you”). In addition to these policies you are bound by the terms of your Service Agreement for the Service (“Agreement”) and any tariffs that may be applicable to services to which you have subscribed. The Company’s current Agreement can be found here: <http://filertel.com/sa>.

1. **Service Plan Prices.** The monthly prices, charges, and fees for Service, together with speeds offered and data allowances offered by the Company, including installation charges and early termination fees for some plans, can be found on our website or obtained by contacting our business office. Current plans and prices are posted here for fiber or DSL: <http://filertel.com/services/broadband>; and here for wireless: <http://filertel.com/services/wireless#>. Note that Service availability and speed will depend on your location. Your initial speed and price plan will be provided to you when you first subscribe to Service. Thereafter, plans and prices may be changed by the Company or by you subscribing to a different plan or in accordance with your Agreement.
2. **Expected Service Performance and Limitations.** Wireline Service may be provided using DSL, which operates on your telephone line, or fiber to the home. Wireless service is also offered using various spectrum bands such as 900 MHz, 2.4GHz, and 5.8GHz (unlicensed spectrum); or the 3.65 GHz (licensed spectrum in the CBRS band). Expected download speeds in the DSL portions of the network range from 6 to 12Mbps depending on your Service plan and the actual lengths of the respective fiber trunks and copper lines. Expected download speeds with fiber are up to 1 Gbps, depending on your Service plan. Wireless download speeds are up to 10 Mbps, depending on your plan, location, and other factors. Expected latency on our networks is: Fiber: <=1ms, DSL: 30-70ms; Wireless: 15-60ms. Expected packet loss during peak usage periods is under 1% for fiber and under 5% for DSL and Wireless. Individual user experiences may vary. The Company networks are suitable for most real-time and time sensitive applications, including, but not limited to, voice, gaming, and video streaming. The speeds offered in each Service plan are detailed on our website at the links provided above. Actual average speeds will depend on many factors beyond our control, including network congestion, vandalism, distance from a telephone central office or wireless tower, the wireless radio frequencies used, weather, terrain, vegetation, customer devices, and other factors. We do not offer dial-up or any non-broadband Internet services.
3. **Network and Congestion Management.** The Company’s goal is to provide the best possible Internet service to all our customers at all times. To do so, Customers are not allowed to use certain servers and applications that can slow down the Service for all users, such as numerous or continuous bulk transfers of files and other high capacity traffic using file transfer protocol, or peer-to-peer applications, etc. Further details can be

found in the Agreements, which are available through our website (links provided above). We do not participate in any traffic shaping, blocking, throttling, filtering, or prioritization schemes that would unreasonably discriminate in the transmission of lawful and non-harmful network traffic, including any traffic that may be provided by our affiliates. Likewise, we do not block lawful content, ports, applications, services, or non-harmful devices. However, during times of peak network usage, your throughput and speeds may be reduced. At such times Customers will still be able to access the Internet and engage in activities that they desire, but they may experience conditions such as longer times to download or upload files, slower access and slower movements during online game playing. It is expected that any periods of traffic management due to congestion will be brief and infrequent.

4. Device Attachment Rules. Customers may generally attach any lawful device of their choice that is compatible with our network, subject to any limitations of their Service plan. Customers are advised to contact the Company prior to purchasing any third-party equipment to ensure compatibility. The Company is not responsible for the compatibility, suitability or functionality of any equipment that is provided by Customer or any third party. If any such equipment harms our network or degrades the service of other users, Customer may be required to disconnect the device and, in some cases, we may suspend or terminate service to customers that in our sole judgment are causing or contributing to harm. Authentication information required to connect a device we do not provide or support will be provided to you upon request.
5. Security and Privacy.
 - a. *Customer Security.* We may suspend or terminate service to customers that in our sole judgment harm the network or other users. As part of network management and to try to prevent denial of service attacks or other harmful abuses of the network, we may monitor network traffic and the traffic of Customers who are affected by or involved in the harmful activity. We cannot guarantee to prevent spam, viruses, security attacks, network congestion or other actions which can affect service, but we do use various filters, monitoring efforts and other measures to minimize lessen the effects.
 - b. *Network Management and Service.* In order to maintain and improve our overall service levels for customers, we may measure and monitor network performance and the performance of your Internet connection. If you contact us for service support, we may access information about your device settings to provide customized technical support or to install applications or services that you wish to use. We will only take steps regarding an application-specific behavior by a Customer if there is a reasonable belief that the application will cause harm to other customers or the Company's network, violates the Acceptable Use Policy or

Agreement, or is unlawful, including, but not limited to, violating intellectual property rights.

- c. *Sale of Customer Data.* We do not gather information from your use of our Internet access services to direct customized third-party advertising specifically to you. We do not sell your personal information or Internet usage history to third parties. Many websites you visit will place “cookies” on your device and may track your device for marketing and other purposes and that is not something the Company can control or prevent without blocking or degrading your service.
 - d. *Third Party Content and Services.* We are not responsible for the information, content, applications or services provided by others. Before you access, use, link to or download any service or application on your computer or wireless device, you should review the associated agreement of service and privacy policy of the third party website or application. We also recommend that all customers install, use, and keep up to date applications to protect their devices from viruses and malware.
 - e. *Law Enforcement and Copyrights.* Upon receipt of a reasonable request for information from law enforcement, we will cooperate as required or allowed by law. In the event of actual or alleged violations of copyright, we may inspect network and customer traffic and will comply with the requirements of the Digital Millennium Copyright Act. In some cases, we may suspend or terminate service to customers who in our sole judgment are repeat copyright infringers.
6. Questions or Complaints. If you have questions or complaints about our broadband Internet access service should first visit our website at: <http://filertel.com/>. If the question or complaint is not resolved on the web, you may contact one of our customer service representatives as follows:

Phone: 208.326.4331
Fax: 208.326.3190
P.O. Box 89
400 Main Street
Filer, ID 83328

We find that most customer concerns or disputes can be resolved through our customer service representatives.

7. The Company may modify this Policy and other policies it has linked for the customer from time to time at its discretion. Notice of changes will be provided in advance normally upon a thirty day basis. However, Filer Mutual Telephone Company reserves the right to use a shorter notice period when circumstances so warrant.