

Miles Communications Network Management Practices Policy Disclosure

Pursuant to the Federal Communications Commission's Restoring Internet Freedom Declaratory Rules, Report and Order and Order, Miles Communications' policies regarding network management practices, performance characteristics, and commercial terms are provided in entirety so that Miles Communications' current customers, prospective customers, third-party content providers and other interested parties can make informed choices regarding the broadband Internet access services offered by Miles Communications, and the extent Miles Communications' network management practices may affect those services.

Network Management Practices

In the interest of providing the best online experience possible for all of Miles Communications' customers, Miles Communications utilizes reasonable network management practices tailored to achieve legitimate network management purposes. Because bandwidth is a limited resource for broadband Internet service providers, it is essential that Miles Communications reasonably manages its network to promote the use and enjoyment of the Internet by all of Miles Communications' customers. By engaging in reasonable and responsible network management, Miles Communications uses its best efforts to deter its customers from being subjected to the negative effects of spam, viruses, security attacks, network congestion, and other risks that threaten to degrade service. The network management practices employed by Miles Communications are consistent with industry standards.

Congestion Management

Miles Communications does not employ any congestion management tools, practices and/or software on network traffic.

Application-Specific Behavior

Miles Communications does not make use of any application-specific network management practices. Miles Communications does not favor, modify, inhibit, rate control or block any specific protocols, protocol ports or fields, or any applications or classes of applications.

Device Attachment Rules

In order for a device to be approved for use on the Miles Communications' network, the device must conform to publicly available industry standards and be non-harmful to Miles Communications' network.

Security

Miles Communications offers its customers unrestricted access to all the lawful content, services, and applications available on the Internet. Miles Communications uses industry standard tools and generally accepted best practices and policies to protect our customers from spam, phishing, and other unwanted or harmful online content and activities. In the instances where these tools and policies identify online content as harmful or unwanted, the content may be prevented from reaching customers, or customers may be permitted to identify or inspect content to determine if it is harmful or unwanted.

Performance Characteristics

Miles Communications offers broadband Internet access service via FTTH (fiber to the home).

The advertised speed of Miles Communications' Internet service is the maximum speed achievable with the technology utilized by Miles Communications. While the maximum advertised speed is attainable for end users, several factors may affect the actual speed of Miles Communications' Internet service offerings, including, but not limited to: the distance of the consumer's home or office from Miles Communications' central office (*i.e.*, the further away the customer is from the central office, the slower the broadband speed), the end user's computer, modem or router, activity during peak usage periods, and other Internet traffic.

Based on internal testing, the mean upload and download speeds are 50 Mbps/50 Mbps, 100 Mbps/100 Mbps, 250 Mbps/250 Mbps, and 1 GIG/1 GIG. Speeds are between the Miles Communications central office and the end user. Speeds from the Miles Communications central office and the internet backbone may vary based on other provider's networks.

The actual speeds achieved with Miles Communications' Internet service offering make Miles Communications' Internet service suitable for real-time applications, such as Voice over Internet Protocol ("VoIP").

Miles Communications offers the following specialized services: Skitter IPTV and VOIP. Any anticipated effect those services may have on Miles Communications' broadband service.

Commercial Terms

Pricing

In order to meet the usage and budgetary needs of all of our customers, Miles Communications offers a wide selection of broadband Internet access plan options, including promotional offerings, bundled service choices, and ala carte alternatives.

To see Miles Communications' current promotions and pricing on broadband Internet access service, please visit our website www.milescommunicationsco.com, or call 563-682-7111 to speak with a customer service representative.

Early Termination Fees

Miles Communications does not require term contracts. Therefore, there are no early termination fees.

Usage-Based Fees

Miles Communications' Internet service is priced on a flat-fee basis (plus taxes). Miles Communications does not charge end users a usage-based fee for Internet service.

For additional information on Miles Communications' fee schedule for additional network services, visit the Miles Communications website at: www.milescommunicationsco.com.

Privacy Policy

Miles Communications affords full access to all lawful content, services and applications available on the Internet and does not routinely monitor, inspect or store the network activity and traffic of its Internet service users. However, Miles Communications reserves the right to monitor bandwidth, usage, transmissions and content for purposes of protecting the integrity of the network and Miles Communications' Internet access service through reasonable network management practices.

Miles Communications may collect equipment information to identify the equipment customer is using on the network, including, but not limited to: equipment type, serial number, settings, configuration and software. Miles Communications may also collect performance information to examine the operation of the equipment, services and applications the customer may use on the network, including, but not limited to: IP addresses, URLs, data transmission rates and latencies, location information, security

characteristics, and information about the amount of bandwidth and other network resources customer is using in connections with uploading, downloading or streaming data to and from the Internet.

Network traffic, activity, performance information, and equipment information monitored or collected by Miles Communications is done so for the sole purpose of reasonable network management purposes.

Miles Communications is required to comply with relevant laws, regulations and judicial orders. Information covered under this Privacy Policy, as well as other categories of information, may be disclosed to third parties if Miles Communications determines, in its sole discretion, that such a disclosure is necessary or required. Miles Communications may also disclose this information if, in its sole discretion, such a disclosure is necessary or required to protect our interests or the interests of our customers. Miles Communications may also disclose this information in connection with the sale of our business.

Miles Communications' network management practices as discussed herein are intended solely to provide the best online experience possible for all of Miles Communications' customers by safeguarding our network and its users from spam, viruses, phishing, and other unwanted or harmful online content and activities. Miles Communications' network management practices are not intended, nor implemented, to block consumers from accessing the content and applications of their choice, deprive consumers of their entitlement to competition, or discriminate against or in favor of certain network traffic. End users with questions, concerns or complaints regarding Miles Communications' network management practices are encouraged to contact Miles Communications for issue resolution.

Contact Us

If you have any questions regarding Miles Communications' Network Management Practices Policy or would like to file a complaint with Miles Communications regarding its network management practices, please contact Miles Communications at:

Miles Communications
Attn: Scott Boehde/GM
342 Ferry Rd
Miles, IA 52064
563-682-7111
563-682-7601
scott@milestelephone.com
www.milescommunicationsco.com

Further, if you believe that Provider is in violation of the FCC's Open Internet Rules, you may file either an informal or formal complaint with the FCC.

<http://esupport.fcc.gov/complaints.htm>

Additional Disclaimers

The Open Internet Rules, as adopted, and Miles Communications' Network Management Practices Policy are not intended to affect, alter or otherwise supersede the legal status of cooperative efforts by broadband Internet access service providers and other service providers that are designed to curtail infringement in response to information provided by rights holders in a manner that is timely, effective, and accommodates the legitimate interests of providers, rights holders, and end users.

Furthermore, the Open Internet Rules, as adopted, and Miles Communications' Network Management Practices Policy do not prohibit Miles Communications from making reasonable efforts to address the transfer of unlawful content or unlawful transfers of content.

For additional information, please review Miles Communications' Acceptable Internet Use Policy/Subscriber Agreement at: www.milescommunicationsco.com