

Milford Communications, LLC of Milford, Iowa (“Milford”) commits to the open and non-discriminatory use of the Internet by its customers and commits to use reasonable network management practices to ensure an open Internet. Milford will manage its network and provide access in accordance with the Federal Communications Commission’s (FCC’s) Open Internet Rules (adopted December 21, 2010 in 25 FCC Rcd 17905) and in compliance with any future rules adopted by the FCC.

Transparency

Milford shall make available public information on its website (www.milfordcomm.net/terms-conditions-and-policies/) regarding its network management practices, performance and commercial terms of its service sufficient for consumers to make an informed choice regarding their use of such services.

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

Network Security and Congestion Management

Milford does not currently implement any congestion management techniques. Milford operates our network to accommodate the necessary traffic requirements. In the event of congestion, all traffic is treated as best effort. However, Milford reserves the right to prioritize traffic during heavy congestion periods based on generally accepted technical measures.

Milford uses generally accepted technical measures to address service attacks, illegal content and other harmful activities to protect network integrity and reliability.

Milford monitors customer usage in the aggregate to efficiently manage the performance of the network to ensure a sustainable quality broadband service is provided.

Congestion due to malfunctioning hardware and/or software will be remedied as quickly as network engineers can diagnose and identify the offending hardware / software.

Congestion due to malice will be remedied using any technique available, including protocol-aware filtering and rate-limiting, to control and limit the offending source. The following link (www.milfordcomm.net/terms-conditions-and-policies/) provides access to Milford’s Acceptable Use Policy, Terms of Service, and Privacy Policy documents.

Milford offers content filtering as an optional service to each customer. Details of this service are listed on Milford’s website. Milford will not ask you for your password in an unsolicited telephone call or email. If you believe your password has been compromised, you should immediately change your password to prevent the unauthorized use of it.

Blocking

Milford shall not unjustly or unreasonably block access to lawful content, applications, services or non-harmful devices, subject to reasonable network management.

Discrimination

Milford shall not unreasonably discriminate in transmitting lawful network traffic over a consumer’s broadband Internet access service, subject to reasonable network management practices.

Commercial Pricing/Performance

Please see below for monthly pricing information. Depending on the Service Package selected, early termination fees may apply. (Milford has no usage based fees):

Residential Plans*:

<u>Upload</u>	<u>Download</u>	<u>Price</u>
1 Mbps	15 Mbps	\$39.95
1.5 Mbps	25 Mbps	\$49.95
2 Mbps	50 Mbps	\$59.95
3 Mbps	100 Mbps	\$99.95

Business Plans*:

<u>Upload</u>	<u>Download</u>	<u>Price</u>
1 Mbps	8 Mbps	\$47.95
3 Mbps	15 Mbps	\$57.95
4 Mbps	25 Mbps	\$109.95
5 Mbps	50 Mbps	\$199.95
5 Mbps	100 Mbps	\$299.95

*Availability of specific residential/business plans will vary depending on location, network facilities and access technology at that location. Pricing may vary based on bundles, location, and special, limited time only, promotions. Please use the contact information below to determine availability, bundled pricing and/or current specials in your area.

Milford utilizes fiber and hybrid fiber coax technologies which all have latency characteristics suitable for real-time applications.

To test your current connection with Milford, copy and paste the following URL into your web browser:
<http://netins.net/speedtest/>.

Contact Information

If you have any questions or complaints regarding this policy, please contact Milford customer service at: 1-855-722-3450.