

## Transparency Rules for BBTEL

### Commercial Terms for Internet Packages:

<u>Up to Speeds</u>	<u>Prices</u>	<u>Delivered via</u>
5/1	\$39.95	Copper
10/1	\$49.95	Copper
20/1	\$59.95	Copper
10/2	\$39.95	Fiber
25/3	\$49.95	Fiber
50/5	\$59.95	Fiber
100/10	\$79.95	Fiber
Gig/100	\$99.95	Fiber

These rates are the standard month to month rates for BBTEL service. Visit [www.bbtel.com](http://www.bbtel.com) for special pricing and promotions. If you elect to sign a term contract to bundle these services, your contract will state the number of months in the contract as well as any applicable early termination fee. These internet speeds are delivered via copper or fiber on our network. There may be some customers who are receiving the fiber speeds via a copper connection if fiber is not available and the customer is located in close proximity to one of BBTEL's cabinets.

There are no data caps or allowances that are part of any of the internet plans. Under the speeds, the first speed listed is the download speed and the second speed listed is the upload speed.

### Performance Characteristics:

BBTEL offers enterprise level services that can be obtained by contacting offices at [www.bbtel.com](http://www.bbtel.com). It is BBTEL's policy to provide robust and reliable access to the Internet for all its residential and commercial subscribers. Because network resources are shared by all users, BBTEL has implemented the following policies to govern mass market Internet service. These policies are designed to: (i) ensure that shared network resources are allocated fairly among all users; (ii) allow users and prospective users to understand service policies and any significant limitations on the service; and (iii) provide a foundation that assures customers that they can rely on consistently receiving the level and quality of service to which they subscribe. BBTEL does not discriminate against, any lawful website or Internet application and, with respect to fixed Internet access services, supports the ability of users to select and attach the equipment of their choice to the network so long as that equipment: (i) is used for a lawful purpose consistent with BBTEL's Acceptable Use Policy (Internet Terms of Service); and (ii) does not harm the network or degrade network performance for other users. Customers are encouraged to familiarize themselves with the following policies which are deemed part of their Service Agreement. By using BBTEL's Internet service, the customer agrees to be responsible for compliance with these policies by third parties, such as friends, family members or guests that make use of the customer's service accounts or equipment to access the network for any purpose, with or without the permission of the customer.

BBTEL utilizes a network architecture that is designed to provide users with true broadband speeds and reliability even during times of peak demand. The network has been constructed to meet projected traffic demands and is fully scalable to allow for capacity to be added to meet customer needs and to support newly developing and increasingly sophisticated applications well into the future. However, congestion can occur on any IP network, and, when it does, packets can be delayed or dropped leading to service degradation and delays. Because network resources are shared by all end users, BBTEL has implemented a traffic management policy that is designed to ensure that all users are able to utilize their fair share of network resources during periods of high demand.

BBTEL internet customers delivered on copper technology can expect to see less than 90 ms for latency. BBTEL internet customers delivered on fiber technology can expect to see less than 10 ms for latency. All BBTEL internet customers can expect to receive at least 90% of the bandwidth package speed advertised and expect no more than .5 % packet losses on their connection. These expected speeds are the speeds expected through BBTEL's network. Performance to destinations outside of BBTEL's network may be beyond BBTEL's control.

#### **Network Practices:**

BBTEL employs a protocol agnostic congestion management policy that does not discriminate against particular applications. Users remain free to access the websites of their choice and run the applications of their choice consistent with Terms of Service Agreement available at [www.bbtel.com](http://www.bbtel.com). BBTEL deploys quality of service and network management servers and software that constantly monitor aggregate network traffic levels. To protect the integrity of our network, BBTEL may block incoming protocol ports known for malicious traffic and denial of service attacks such as, but not limited to ports: 22, 23, 53, 80, 443, 7547, 1900.

#### **Other Services:**

Ethernet services, VoIP, IPTV, etc. are provided over the same facilities but are delivered over separate service flows. These services are constantly monitored to avoid network congestion and may be prioritized to protect the services offered.

#### **Device Attachment Policy:**

BBTEL provides fixed broadband data services, users may generally attach the devices of their choice and run the applications of their choice, subject to their data package and the terms of their service agreement. While many devices such as routers, Bluetooth and WiFi cards, laptops, notebooks and tablets are readily available from third party sources, such as consumer electronics retailers, other devices, such as DSL modems and proprietary network gateways must be provided by or leases from BBTEL. BBTEL is not responsible for the compatibility, suitability or functionality of any equipment that is provided by the customer or any third party, and the customer remains fully responsible for ensuring that any such equipment does not cause any harm to the network or degrade the service of other users.

All Users are fully responsible for securing their equipment, including wireless routers, to prevent unauthorized access to the network by third parties and will be held fully responsible for the actions of such third parties that gain unauthorized access to the network through unsecured end user equipment.

Any questions or concerns may be addressed by calling any of our offices: Brandenburg 270-422-2121, Elizabethtown 270-982-4466, Hardinsburg 270-580-4466, Radcliff 270-351-4466 or Vine Grove, 270-877-2113 or by emailing [btc@bbtel.com](mailto:btc@bbtel.com).

**Privacy Policy:**

BBTEL's privacy policy is outlined in our Internet Terms of Service Agreement section XII located at [www.bbtel.com](http://www.bbtel.com).