

Open Internet Transparency Disclosure

Open Internet Transparency Disclosure The following disclosure describes the network practices, performance characteristics and commercial terms for Glenwood Telecommunications pursuant to the Federal Communications Commission's Open Internet Transparency requirements in 47C.F.R §8.3.

Network Practices

- **Blocking:** Glenwood does not block or otherwise prevent end user access to lawful content, applications, service, or non-harmful devices.
- **Throttling:** Glenwood does not engage in any practice that degrades or impairs access to lawful Internet traffic on the basis of content, application, service, user, or use of non-harmful device.
- **Affiliated Prioritization:** Glenwood does not engage in any practice that directly or indirectly favors some traffic over other traffic, including through use of techniques such as traffic shaping, prioritization, or resource reservation, to benefit an affiliate.
- **Congestion Management:** Glenwood monitors both backhaul and network congestion proactively and takes necessary steps to prevent and or alleviate congestion by upgrading network facilities and capabilities. Glenwood does not limit customer's speed packages in an effort to temporarily alleviate congestion.
- **Application-Specific Behavior:** Glenwood does not block or rate-control specific lawful applications that are not harmful to other users. Glenwood works with enforcement agencies on unlawful customer acts, such as copyright infringement, that may lead warnings, fees or the disconnection of service and prosecution by the enforcement agency. Glenwood works with local law enforcement agencies to follow the CALEA guidelines.
- **Device Attachment Rules:** Glenwood does not limit the type of devices that may be connected to its FTTH, DSL, DOCSIS or wireless connections.
- **Security:** Glenwood monitors the health and security of its network. End customers are encouraged and responsible to protect their own home and business networks, including but not limited, to firewall, virus protection and securing internal WiFi connections.

Performance Characteristics

- **Service Description:** Glenwood uses FTTH, DSL, DOCSIS and fixed wireless as the primary means to provide internet access. All speed packages are listed as speeds capable from wired connections and are not guaranteed at max rates listed. Glenwood recommends using www.speedtest.net for a general testing of their internet connection. Glenwood has a speedtest server on this network to allow our customers to test speeds within our network. Expected latencies are much less than 100ms depending on where in the internet world you are connecting to and the quality of their connection at that remote location. For a current listing of speed packages and examples of various applications of which would be best suited for each respective speed package, consult one of our offices at 402-756-3131 or our website at www.gtmc.com for more information.
- **Impact of Specialized Services:** N/A

Performance Characteristics - Speed

Service Description: Glenwood uses FTTH as the primary means to provide internet access. Glenwood also used DSL, Cable Modems, and Wireless where fiber is not available. All speed packages are listed as speeds capable from wired/wireless connections and are not guaranteed at max rates listed. Glenwood recommends using www.speedtest.net for a general testing of their internet connection. (Search for Glenwood or Blue Hill for our speedtest server.) Since speed tests may vary dramatically with undue results, Glenwood proposes that tests that show 90% to 100+% of advertised connection speeds are in good working condition with the speedtest.net seemly posting the most reliable results found thus far. Expected latencies are usually much less than 100ms depending on where in the internet world you are connecting to and the quality of their connection at that remote location. For a current listing of speed packages consult one of our offices at 402-756-3131 or our website at www.gtmc.net for more information.

Service	Technology	Speeds	Typical Speeds	Expected Latency	Typical Average Latency
Fiber					
Fiber Broadband	FTTH	25 Mbps Download 3 Mbps Upload	24-25 Mbps 3 Mbps	20 ms	2-10 ms
Fiber Broadband	FTTH	75 Mbps Download 7 Mbps Upload	74-75 Mbps 7 Mbps	20 ms	2-10 ms
Fiber Broadband	FTTH	100 Mbps Download 10 Mbps Uploads	98-100 Mbps 10 Mbps	20 ms	2-10 ms
Fiber Broadband	FTTH	250 Mbps Download 25 Mbps Upload	245-250 Mbps 25 Mbps	20 ms	2-10 ms
Copper					
DSL Internet	ADSL/VDSL	3 Mbps Download 1 Mbps Upload	3 Mbps 1 Mbps	50 ms	10-40 ms
DSL Internet	ADSL/VDSL	5 Mbps Download 1 Mbps Upload	5 Mbps 1 Mbps	50 ms	10-40 ms
DSL Internet	ADSL/VDSL	7 Mbps Download 1 Mbps Upload	7 Mbps 1 Mbps	50 ms	10-40 ms
DSL Internet	ADSL/VDSL	10 Mbps Download 1 Mbps Upload	9.8 - 10 Mbps 1 Mbps	50 ms	10-40 ms
Wireless					
Bronze	Wireless	4 Mbps Download 1 Mbps Upload	1-4 Mbps 1 Mbps	50 ms	10-50 ms
Silver	Wireless	8 Mbps Download 3 Mbps Upload	4-8 Mbps 3 Mbps	50 ms	10-50 ms
Gold	Wireless	12 Mbps Download 4 Mbps Upload	8-12 Mbps 4 Mbps	50 ms	10-50 ms
Coax					
Cable Internet	Cable Modem	5 Mbps Download 1 Mbps Upload	5 Mbps 1 Mbps	50 ms	10-40 ms
Cable Internet	Cable Modem	15 Mbps Download 2 Mbps Upload	15 Mbps 2 Mbps	50 ms	10-40 ms
Cable Internet	Cable Modem	25 Mbps Download 3 Mbps Upload	25 Mbps 3 Mbps	50 ms	10-40 ms
Cable Internet	Cable Modem	40 Mbps Download 10 Mbps Upload	40 Mbps 10 Mbps	50 ms	10-40 ms

Commercial Terms

- Pricing: See www.gtmc.net or call one of our local offices at 402-756-3131 for current internet packages and pricing. Glenwood does not implement data caps or limit the amount of customer usage and/or internet speed based on usage.
- Privacy Policies: Glenwood does not provide specific customer traffic information to third parties. Glenwood does not store or use traffic information in non-network management purposes.
- Redress Options: Customer complaints can be directed to our main office at 402-756-3131 or Glenwood Telephone, 510 West Gage Street, Blue Hill, NE 68930