

SOUTHWEST TEXAS TELEPHONE COMPANY

OPEN INTERNET POLICY

In compliance with the Federal Communications Commission's (FCC's) Open Internet Order, released on December 23, 2010, Southwest Texas Telephone Company (SWTTC) hereby publicly discloses information regarding the network management practices, performance, and commercial terms of its broadband Internet access services. The purpose of this disclosure is to allow consumers to make informed choices regarding use of such services and for content, application, service, and device providers to develop, market, and maintain Internet offerings.

NETWORK PRACTICES:

Congestion Management: SWTTC has designed its network to minimize congestion such that active congestion management should not be necessary. To the extent a particular route or serving area begins to experience congestion, SWTTC will plan and implement network upgrades in order to attempt to alleviate the congestion before it becomes noticeable to customers. SWTTC does not dynamically manage congestion or attempt to reduce any customer's download or upload speed below the speeds contracted for by the customer. SWTTC reserves the right to terminate service to any customer who violates the [Acceptable Use Policy](#).

Application-Specific Behavior: SWTTC does not block or rate-control specific protocols or protocol ports, does not modify protocol fields in ways not prescribed by the protocol standard, and does not otherwise inhibit or favor any application or class of application.

Device Attachment Rules: SWTTC provides a Network Interface Device which serves as a demarcation point between SWTTC's facilities and the customer's facilities. The customer is free to connect any device of his or her choosing to the customer's facilities, so long as such a device is not used in any way that violates SWTTC's [Acceptable Use Policy](#).

Security: Southwest Texas Telephone Company will take appropriate action for repeat harmful transmissions, up to and including termination of the service. The company uses accepted technical measures to address service attacks, and downloading of illegal content and other harmful activities. SWTTC complies with the Online Copyright Infringement Laws that allows us to disconnect service to customers that violate these laws.

SWTTC's e-mail platform is Google Apps which has security built in through the mail server and includes Postini, a spam and virus filter in front of the mail servers for additional mail filtering and security.

Customer must take appropriate security precautions for any device or system connected to the service. SWTTC recommends the customer secure any wireless

network devices (ie. routers) connected to the service. Customer will not transmit viruses, worms, Trojan horses, denial of service attacks or any other harmful software or code, bomb, key or bot. Customer must use standard practices to prevent harmful transmissions and to protect their computer system(s) and connected devices.

Service Description: Your SWTTC account provides you access to a vast collection of networks and services around the world such as the World Wide Web, electronic mail, and newsgroups.

Description of Technology – Asymmetric Digital Subscriber Line (ADSL) is a type of Digital Subscriber Line technology, a data communications technology that enables faster data transmission over copper telephone lines than a conventional voiceband modem can provide. It does this by utilizing frequencies that are not used by a voice telephone call. A splitter, or DSL filter, allows a single telephone connection to be used for both ADSL service and voice calls at the same time.

Expected and Actual Speed and Latency – SWTTC provides an on-line speed and latency test customers can use to verify the quality of their ADSL service. The test can be found at, <http://speedtest.swtexas.net/>, or on our website on the FAQ page under Internet & DSL.

Bronze	256Kbps download/ 128Kbps upload, Latency – 80ms
Silver	768Kbps download/ 256Kbps upload, Latency - 50 ms
Gold	1.5Mbps download/ 384Kbps upload, Latency - 40 ms
Platinum	3Mbps download/ 768Kbps upload, Latency - 38 ms
Diamond	6Mbps download/ 1.5Mbps upload, Latency - 38 ms

Suitability of Service – Following are examples of typical customer uses of SWTTC's ADSL service.

Bronze	Light internet use and e-mail.
Silver	E-mail, good for web surfing and light video use.
Gold	View standard definition video. Download music and movies.
Platinum	Like Gold but twice as fast.
Diamond	View High Def video. Best for movie, music, data downloads.

Impact of Specialized Services: SWTTC does not offer any specialized services as an internet service provider. SWTTC is a landline telephone company and as such offers traditional telephone services, which services are complimentary to, and do not interfere in any way with, the broadband internet service. Specifically, SWTTC does not offer any services which may affect the last-mile capacity available for, and the performance of, broadband internet access service.

COMMERCIAL TERMS:

Pricing Disclosure:

Bronze	\$24.95/month 256Kbps download/ 128Kbps upload, Latency - 80 ms
Silver	\$39.95/month 768Kbps download/ 256Kbps upload, Latency - 50 ms
*Gold	\$49.95/month 1.5Mbps download/ 384Kbps upload, Latency - 40 ms
*Platinum	\$69.95/month 3Mbps download/ 768Kbps upload, Latency - 38 ms
*Diamond	\$79.95/month 6Mbps download/ 1.5Mbps upload, Latency - 38 ms

* Denotes High Speed Offering

Terms and Conditions:

SWTTC's Acceptable Use Policy can be downloaded and printed by clicking this link, [Acceptable Use Policy](#), or online on the Internet/DSL Services page.

SWTTC's Application for ADSL Service can be downloaded and printed by clicking this link, [ADSL Service Form](#). Application can also be made online by clicking [DSL Service Form](#) here or on the Internet/ DSL Services page of our website.

Privacy Policy: Southwest Texas Telephone Company, as your domain administrator, has access to your account information including your email. Specifically, SWTTC may: View statistics regarding your account, such as information concerning your last login or data storage usage; change your account password, suspend or terminate your account access and your ability to modify your account; access or retain information stored as part of your account, including your email, contacts and other information; and, receive account information in order to satisfy applicable law, regulation, legal process or enforceable governmental request.

Collected personal information is only used for the business purposes of SWTTC and its subsidiaries and affiliates and is not shared with external, non-affiliated companies except as provided in this Privacy Policy. SWTTC may partner with other parties to provide specific services, such as billing solutions, which are designed to enhance the functionality of our products and services. SWTTC will only share names or other contact information that is necessary for the third party to provide these services. We may also provide your personal information to third party agents we have hired to help us provide a good or service you have requested. In addition, we outsource certain

functions of our business and those agents may have access to your personal information; however in such cases our agents are prohibited from disclosing your personal information to others.

We may share statistical or aggregated non-personal information about our visitors with advertisers, business partners, sponsors and other third parties. No personal information is supplied in these cases. This data is used to customize our Web site content and advertising to deliver a better experience to our users.

Redress Options: If you need information about how to contact our customer service personnel to express concerns or ask questions, please use the contact information below:

New service, existing service or questions about your bill:

D' Hanis	363-2111
Camp Wood	597-2111
Rocksprings	683-2111
Utopia	966-2111
Repair Service:	Call 611 or 800-752-4753 or 830-683-2111
Cable Locating	
Inquiries:	Call 811 or 800-752-4753 or 830-683-2111

If this does not resolve your question or complaint, please contact Dylan Cox, Commercial Manager, at Dylan@swtexas.com or by telephone at 830-683-2111.