

## Farmers Cooperative Telephone Company

### Transparency Statement

As an Internet service provider (“ISP”) Farmers Cooperative Telephone Company (FCTC) , (“we,” “us” or the “Company”) invests significant resources to bring Internet access to our customers and strives to provide customers an optimum online experience that enables them to access all available and lawful online content and services. The purpose of this document is to disclose information regarding FCTC’s network management practices, performance, and terms of broadband Internet access service, sufficient for consumers to make informed choices regarding use of such services consistent with applicable federal regulations.

FCTC may utilize wholesale or other upstream providers in the delivery of broadband Internet access services. This Transparency Statement is specific to FCTC’s network and network management practices, and services may also be subject to the network performance and network management policies and practices of our upstream providers.

FCTC commits to the open and non-discriminatory use of the Internet by its customers and commits to using reasonable network management practices to ensure an open Internet. The Company is committed to providing the best online experience possible for all customers and uses reasonable network management practices to ensure that our services are used in ways that are consistent with the specifications of a shared network. High-speed bandwidth and network resources are limited and managing the network is essential to promote the use and enjoyment of the Internet by our customers.

#### Farmers Cooperative Telephone Company

- does not discriminate against lawful online content
- does allow customer owned equipment access to the internet
- educates consumers that performance and ‘actual obtained speeds’ are subject to age of customer devices, processing capabilities, applications running, virus protection, type of connection (wired/wireless), age of modems or routers, distance, congestion etc.
- advertises speeds ‘up to’ a specific level based on customer subscription
- educates consumers that speeds are affected by the distance packets travel (round trip time of packets) between a customer's computer and its final destination including the quality & number of networks in the transmission path. The Internet is a network of networks.
- does not engage in any type of paid prioritization of affiliated prioritization of traffic
- does not inhibit lawful content, block, throttle traffic or limit usage
- does not restrict connectivity of specific devices to our network
- does not currently offer other data services that would affect last-mile performance or capacity of broadband access
- provides broadband internet services that are subject to our Privacy Policy & Terms of Service
- offers the ability to speed test on the Company’s network, visit <https://fctc.coop>
- employs various practices to help prevent unwanted communications to protect the security of our network.
- provides broadband internet access via fiber, copper and wireless technologies. Performance and speed vary by technology type.

If you have questions, concerns or inquiries regarding this Transparency Statement or customer redress options, please contact our office 319-476-7800 or email [office@fctc.coop](mailto:office@fctc.coop)