

Network Management Policy

To help you better understand how GTech Fiber, LLC (“GTech Fiber,” “we,” “us”) provides our services to you (“Customer,” “you,” “your”), as well as important conditions and limitations of the services, we summarize here our policies and disclosures. Details and other terms and conditions relevant to the use of our services are also found in your service agreement, our service plan offerings, our Acceptable Use Policy, our Privacy Policy and other pages on our website.

Service Description. GTech Fiber provides broadband Internet access services to homes and businesses using fiber optic technology. We provide such service over our broadband fiber optic lines connecting to the Internet. We also contract with one or more companies for certain network monitoring and management services. We monitor our network and traffic patterns and make changes we deem necessary to manage and improve overall network performance.

We will provide service at the speed of your selected service plan, subject to limitations that are inherent in the service technology and other factors beyond our control. Factors affecting speed include, but are not limited to, the device or equipment you use, certain software installed on your device, network congestion, atmospheric conditions, the speeds of the websites you visit, and/or distance from your Wi-Fi router.

Reasonable Network Management. GTech Fiber utilizes reasonable, nondiscriminatory network management practices to improve overall network performance to ensure a high-quality online experience for all users. Our network management is consistent with industry standards to provide its customers with unrestricted access to all lawful content, services and applications available on the Internet at reasonable speeds and reasonable costs. We utilize network management practices to help avoid negative impacts on our customers such as spam, viruses, malware, phishing attacks, inequitable network costs, security related attacks, network congestion, and other factors or events that could adversely impact service. Our network management practices do not throttle, target or block any lawful specific content, application, service, or device.

Congestion Policy.

Device Attachment. Customer may generally attach any lawful device that is compatible with our network, subject to any limitations of their service plan. GTech Fiber is not responsible for the compatibility, suitability or functionality of any equipment that is provided by Customer or any third party. If any such equipment harms our network or degrades the service of other users, Customer may be required to disconnect the device. We may suspend or terminate service to customers that, in our sole judgment, are causing or contributing to harm to our network or other customers.

Privacy and Security. GTech Fiber does not monitor, inspect, or store the network activity of its Internet users. GTech Fiber does not distribute information on network activity and/or traffic to any third party, nor use network traffic information for any non-network management purpose. We reserve the right to monitor bandwidth, usage, transmissions and content for purposes of protecting the integrity and availability of the services through reasonable network management practices. See our Privacy Policy at <https://mygtechfiber.com/policies>. However, you are responsible for protecting you own connected equipment. Any network traffic, activity, performance information, and equipment information that we monitor or collect is done so for the sole purpose of reasonable network management purposes. We may suspend or terminate service to customers that, in our sole judgment, harm the network or other users.

Prioritization. GTech Fiber does not prioritize any traffic to benefit any party or affiliate, in exchange for consideration, monetary or otherwise.

Non-Broadband Access Data Services. GTech Fiber offers other services to its customers that use the same network infrastructure (including calling-related services like Voice over Internet Protocol (VOIP)), and resources as its broadband internet access services and are given priority over other traffic on the network. More services may be added, such as to serve other public safety needs or organizations for critical infrastructure. These services may affect the availability of network resources for broadband internet access services, which may be noticeable in times of congestion.

Commercial Terms. Pricing information for our broadband Internet access services are available online at <https://mygtechfiber.com/packages/>

Questions or Complaints. If you have questions or complaints about our broadband Internet access service, first visit our website at <https://mygtechfiber.com> . If the question or complaint is not resolved on the web, contact one of our customer service representatives by [phone at 573-759-7146 Option 4 or by e-mail at info@mygtechfiber.com We find that most customer concerns or disputes can be resolved through our customer service representatives. However, any customer disputes that cannot be resolved without third-party intervention, will be resolved by binding arbitration, consistent with our service agreement.