

RELYANT COMMUNICATIONS

NETWORK TRANSPARENCY STATEMENT

Relyant Communications (“Relyant Communications” or “Company”) provides this Network Transparency Statement in accordance with the FCC’s Restore Internet Freedom Rules to ensure that you have sufficient information to make informed choices about the purchase of broadband services. Information about Relyant Communications’s other policies and practices concerning broadband are available at www.relyantcommunications.com (“Relyant Communications Website”).

Relyant Communications engages in network management practices that are tailored and appropriate for achieving optimization on the network considering the particular network architecture and technology of its broadband Internet access service. Relyant Communications goal is to ensure that all of its customers experience a safe and secure broadband Internet environment that is fast, reliable and affordable. Relyant Communications wants its customers to indulge in all that the Internet has to offer, whether it is social networking, streaming videos and music, to communicating through email and videoconferencing.

Relyant Communications’ network management includes congestion- and security-protocol-management and customers generally will not be impacted by the protocols and practices that Relyant Communications uses to manage its network.

A. Relyant Communications’ Network Transparency Disclosures

Relyant Communications uses various tools and industry standard techniques to manage its network and deliver fast, secure and reliable Internet service. Relyant Communications believes in full transparency and provides the following disclosures about its network management practices:

- 1. Blocking:** Relyant Communications does not block or discriminate against lawful content.
- 2. Throttling:** Relyant Communications does not throttle, impair or degrade lawful Internet traffic.
- 3. Affiliated Prioritization:** Relyant Communications does not prioritize Internet traffic and has no plans to do so.
- 4. Paid Prioritization:** Relyant Communications has never engaged in paid prioritization. We don’t prioritize Internet for consideration to benefit particular content, applications,

services or devices. Relyant Communications does not have plans to enter into paid prioritization deals to create fast lanes.

5. **Congestion Management:** Relyant Communications monitors the connections on its network in the aggregate on a daily basis to determine the rate of utilization. If congestion emerges on the network, Relyant Communications will take the appropriate measures to relieve congestion.

On Relyant Communications's network, all customers have access to all legal services, applications and content online and, in the event of congestion, most Internet activities will be unaffected. Some customers, however, may experience longer download or upload times, or slower surf speeds on the web if instances of congestion do occur on Relyant Communications' network.

Customers using conduct that abuses or threatens the Relyant Communications network or which violates the company's Acceptable Use Policy, Internet service Terms and Conditions, or the Internet Service Agreement will be asked to stop any such use immediately. A failure to respond or to cease any such conduct could result in service suspension or termination.

Relyant Communications' network and congestion management practices are 'application-agnostic', based on current network conditions, and are not implemented on the basis of customers' online activities, protocols or applications. Relyant Communications' network management practices do not relate to any particular customer's aggregate monthly data usage.

Relyant Communications monitors its network on a **daily** basis to determine utilization on its network. Relyant Communications also checks for abnormal traffic flows, network security breaches, malware, loss, and damage to the network. If a breach is detected or high volume users are brought to light by complaint, Relyant Communications provides notification to the customer via email or phone. If a violation of Relyant Communications' policies has occurred and such violation is not remedied, Relyant Communications will seek to suspend or terminate that customer's service.

6. **Application-Specific Behavior:** Except as may be provided elsewhere herein, Relyant Communications does not currently engage in any application-specific behaviors on its network. Customers may use any lawful applications with Relyant Communications.
7. **Device Attachment Rules:** Customers may attach devices of their choosing to their connection, including wired or wireless routers, laptops, desktop computers, video game systems, televisions, or other network-enabled electronics equipment.

However, **customers** are responsible for ensuring that their equipment does not harm Relyant Communications' network or impair the service of other customers. Relyant Communications is not responsible for the functionality or compatibility of any equipment provided by its customers. Customers are responsible for securing their own equipment to prevent unauthorized access to Relyant Communications' broadband network by third parties and will be held responsible for the actions of such third parties who gain unauthorized access through unsecured customer equipment.

- 8. Network Security:** Relyant Communications knows the importance of securing its network and customers from network threats and annoyances. The company promotes the security of its network and patrons by protections from such threats as spam, viruses, firewall issues, and phishing schemes. Relyant Communications also deploys spam filters in order to divert spam from an online customer's email inbox into a quarantine file while allowing the customer to control which emails are identified as spam. Customers may access the spam files through the email.

As its normal practice, Relyant Communications does not block any protocols, content or traffic for purposes of network management, but Relyant Communications may block or limit such traffic as spam, viruses, malware, or denial of service attacks to protect network integrity and the security of our customers.

B. Network Performance

1. Service Descriptions

Relyant Communications deploys Internet access to its subscribers through Fiber.

2. Network Performance

Relyant Communications makes every effort to support advertised speeds and will dispatch repair technicians to customer sites to perform speed tests as needed to troubleshoot and resolve speed and application performance caused by Relyant Communications' network. Relyant Communications measures availability, latency, and aggregate utilization on the network and strives to meet internal service level targets.

However, the bandwidth speed at which a particular distant website or other Internet resources may be downloaded, or the speed at which your customer information may be uploaded to a distant website or Internet location is affected by factors beyond Relyant Communications' control, including the speed of the connection from a distant web server to the Internet, congestion on intermediate networks, and/or limitations on your own computer equipment, including a wireless router. In addition, your service performance may be affected by the inside wiring at your premise. Accordingly, you, the customer, must consider the

capabilities of your own equipment when choosing a Relyant Communications broadband service. Your computers and/or wireless or other networks in your homes or offices may need an upgrade in order to take full advantage of the chosen Relyant Communications broadband plan.

Relyant Communications tests each service for actual and expected access speeds at the time of network installation to demonstrate that the service is capable of supporting the advertised speed. Customers may also test their actual speeds using the speed test located at <http://relyantcommunications.com/support> on Relyant Communications’ website and may request assistance by calling our business office at 706-678-2121 , toll free 877-350-3910 or by email at relyant-cs@relyantcommunications.com.

Based on the network information Relyant Communications receives from its monitoring efforts, Relyant Communications’ network is delivering data transmission rates advertised for the different high-speed Internet services. To be sure, Relyant Communications has implemented a program of testing the performance of its network by using a test protocol similar to the one sanctioned by the FCC. We installed specific network performance monitoring software across our network. Relyant Communications reports the results of this testing below. This result applies to both upload and download data rates, and applies for measurements made both at peak times and over a 24-hour period:

DOWNLOAD & UPLOAD SPEEDS

Download Speeds

ADVERTISED	ACTUAL SUSTAINED	PERCENTAGE DIFFERENTIAL
10 Mbps	10.06	+.06%
25 Mbps	25.48	+1.92%
50 Mbps	50.20	+.4%
100 Mbps	100.68	+.68%
500 Mbps	500.95	+.19%
1 GIG	935.37	-6.46% (Physical Limitations of Ethernet Overhead)

Upload Speeds

ADVERTISED	ACTUAL SUSTAINED	PERCENTAGE DIFFERENTIAL
1 Mbps	1.07	+.07%
3 Mbps	3.10	+3.33%

25 Mbps	25.10	+0.4%
50 Mbps	50.33	+0.66%
100 Mbps	101.21	+1.21%
250 Mbps	251.16	+0.46%

3. Impact of Non-BIAS Data Services

The FCC has defined Non-Broadband Internet Access Services (Non-BIAS) to include services offered by broadband providers that share capacity with Broadband Internet Access Services (BIAS) (previously known as “Specialized Services”) also offered by the provider over the last-mile facilities. At this time, Relyant Communications is not offering any non-BIAS data services.

C. Commercial Terms

Pricing and additional service information may be found [here](#).

In addition to this Network Transparency Statement, patrons may also find links to the following on the Relyant Communications Website:

- [Privacy Policy](#)
- [Frequently Asked Questions \(“FAQs”\)](#)
- [Acceptable Use Policy](#)

For questions, complaints or requests for additional information, please contact Relyant Communications at:

Business Office at 706-678-2121 , toll free 877-350-3910

Email at relyant-cs@relyantcommunications.com.