

Network Transparency Statement  
September 4th, 2018  
Reviewed and updated December 13, 2019

## **Total Highspeed Internet Solutions– Network Transparency Statement**

Total Highspeed Internet Solutions (“Company”) provides this Network Transparency Statement in accordance with the FCC’s Restore Internet Freedom Rules and in compliance with the Small Business Regulatory Enforcement Fairness Act of 1996 to ensure that you have sufficient information to make informed choices about the purchase of broadband services. Information about the Company’s other policies and practices concerning broadband are available at [www.totalhighspeed.com](http://www.totalhighspeed.com) (“Company Website”).

Total Highspeed Internet Solutions 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. The Company’s goal is to ensure that all its customers experience a safe and secure broadband Internet environment that is fast, reliable and affordable. Total Highspeed Internet Solutions wants its customers to enjoy all that the Internet has to offer, whether it is social networking, streaming videos and music, to communicating through email and videoconferencing.

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

## **Network Transparency Disclosures**

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

**Blocking:** The Company does not block or discriminate against lawful content.

**Throttling:** The Company does not throttle, impair or degrade lawful Internet traffic.

**Affiliated Prioritization:** The Company does not prioritize Internet traffic and has no plans to do so.

**Paid Prioritization:** The Company has never engaged in paid prioritization. We don’t prioritize Internet for consideration to benefit particular content, applications, services or devices. The Company does not have plans to enter into paid prioritization deals to create fast lanes.

**Congestion Management:** The Company 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, the Company will take the appropriate measures to relieve congestion.

On the Company'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 the Company's network.

Customers using conduct that abuses or threatens the Company's 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.

The Company's 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. The Company's network management practices do not relate to any particular customer's aggregate monthly data usage.

The Company monitors its network on a daily basis to determine utilization on its network. The Company 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, the Company provides notification to the customer via email or phone. If a violation of the Company's policies has occurred and such violation is not remedied, the Company will seek to suspend or terminate that customer's service.

**Application-Specific Behavior:** Except as may be provided elsewhere herein, Total Highspeed Internet Solutions does not currently engage in any application-specific behaviors on its network. Customers may use any lawful applications with the Company.

**Device Attachment Rules:** For best results, wireless modems, or other proprietary network gateways used on the Company's broadband network should be provided by Total Highspeed Internet Solutions. Customers may attach devices of their choosing to their modems, including wired or wireless routers, laptops, desktop computers, video game systems, televisions, or any other network-enabled electronics equipment. However, customers are responsible for ensuring that their equipment does not harm the Company's network or impair the service of other customers. The Company 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 the Company's 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.

Network Security: Total Highspeed Internet Solutions 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.

As its normal practice, Total Highspeed Internet Solutions does not block any protocols, content or traffic for purposes of network management, but the Company 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.

## **Network Performance**

### Service Descriptions

Total Highspeed Internet Solutions deploys Internet access to its subscribers through hardwired broadband access (Fiber), and via wireless services.

### Network Performance

Total Highspeed Internet Solutions 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 the Company's network. The Company 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 the Company's 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 Total Highspeed Internet Solutions 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 Total Highspeed Internet Solutions broadband plan. Total Highspeed Internet Solutions 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://totalhighspeed.speedtest.net/> , or may request assistance by calling our business office at 417-851-1107.

Based on the network information the Company receives from its monitoring efforts, the Company’s network is delivering data transmission rates advertised for the different high-speed Internet services. To be sure, Total Highspeed Internet Solutions has implemented a program of testing the performance of its network by using a test protocol similar to the one sanctioned by the FCC. Fiber optic-based services are always able to achieve the targeted speeds. We installed specific network performance monitoring equipment at aggregation points across our network and conducted a series of tests using this equipment. The Company 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
1 Mbps	1 Mbps	0%
10 Mbps	10 Mbps	0%
50 Mbps	50 Mbps	0%
100 Mbps	100 Mbps	0%
200 Mbps	200 Mbps	0%
500 Mbps	500 Mbps	0%

Upload Speeds

ADVERTISED	ACTUAL SUSTAINED	PERCENTAGE DIFFERENTIAL
1 Mbps	1 Mbps	0%
3 Mbps	3 Mbps	0%
5 Mbps	5 Mbps	0%
10 Mbps	10 Mbps	0%
20 Mbps	20 Mbps	0%
50 Mbps	50 Mbps	0%

**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, Total Highspeed Internet Solutions is not offering any non-BIAS data services.