

CANADIAN VALLEY TELEPHONE

NETWORK TRANSPARENCY STATEMENT

Canadian Valley Telephone (“Canadian Valley” 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 Canadian Valley’s other policies and practices concerning broadband are available at www.cvok.net (“Canadian Valley Website”).

Canadian Valley 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. Canadian Valley’s goal is to ensure that all of its customers experience a safe and secure broadband Internet environment that is fast, reliable and affordable. Canadian Valley 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.

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

A. Canadian Valley’s Network Transparency Disclosures

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

- 1. Blocking:** Canadian Valley does not block or discriminate against lawful content.
- 2. Throttling:** Canadian Valley does not currently throttle, impair or degrade lawful Internet traffic. But company reserves the right to do so, with notification to the customer, when necessary for reasonable network management purposes.
- 3. Affiliated Prioritization:** Canadian Valley does not prioritize Internet traffic and has no plans to do so.
- 4. Paid Prioritization:** Canadian Valley has never engaged in paid prioritization. We don’t prioritize Internet for consideration to benefit particular content, applications, services or devices. Canadian Valley does not have plans to enter into paid prioritization deals to create fast lanes.

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

On Canadian Valley'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 Canadian Valley's network.

Customers using conduct that abuses or threatens the Canadian Valley 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.

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

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

6. **Application-Specific Behavior:** Except as may be provided elsewhere herein, Canadian Valley does not currently engage in any application-specific behaviors on its network. Customers may use any lawful applications with Canadian Valley.
7. **Device Attachment Rules:** Customers must use PPPoE for authentication of point to point connections between devices on the network. There is a limit of one (1) PPPoE session per account. For best results, DSL modems, wireless modems, or other proprietary network gateways used on the Canadian Valley broadband network should be provided by Canadian Valley. Customers may attach devices of their choosing to their modems, including wired or wireless routers, laptops, desktop computers, video game systems, televisions, or other legal network-enabled electronics equipment. However, the customer is responsible for ensuring that their equipment does not harm Canadian Valley's network or impair the service of other

customers. Canadian Valley 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 Canadian Valley'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.

- 8. Network Security:** Canadian Valley 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. Canadian Valley also deploys spam filters through its ISP 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. Spam files are automatically deleted if not accessed within 35 days.

As its normal practice, Canadian Valley does not block any protocols, content or traffic for purposes of network management, but Canadian Valley 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

Canadian Valley deploys Internet access to its subscribers through hardwired broadband access via ADSL and VDSL facilities.

2. Network Performance

Canadian Valley 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 Canadian Valley's network. Canadian Valley 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 Canadian Valley'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 Canadian Valley 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 Canadian Valley broadband plan.

For the wireless service, Canadian Valley measures Bit Error Rate (BER) and the Received Signal Strength Indicator (RSSI) parameters for transmission rates, latency, and traffic every 15 min. For DSL, Fiber and T1 service, Canadian Valley measures traffic every 5 min. All services are best effort.

Canadian Valley 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 www.speedtest.net and may request assistance by calling our business office at 918.334.3700 or by email at cvstaff@cvok.net.

Based on the network information Canadian Valley receives from its monitoring efforts, Canadian Valley's network is delivering data transmission rates advertised for the different high-speed Internet services. To be sure, Canadian Valley 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 equipment at aggregation points across our network and conducted a series of tests using this equipment. Canadian Valley 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, LATENCY

DOWNLOAD SPEEDS

SPEED TIER	ACTUAL SUSTAINED
5 Mbps	5
10 Mbps	10

UPLOAD SPEEDS

SPEED TIER	ACTUAL SUSTAINED
1 Mbps	1 Mbps

LATENCY

SPEED TIER	LATENCY (PEAK)
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	TIMES)
5 Mbps	<100 ms
10 Mbps	<100 ms
20 Mbps	<100 ms

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, Canadian Valley is not offering any non-BIAS data services.

C. Commercial Terms

Additional service information may be found [here](#).

In addition to this Network Transparency Statement, patrons may also find a link to the following on the Canadian Valley Website:

- [Acceptable Use Policy](#)

For questions, complaints or requests for additional information, please contact Canadian Valley at:

Business Office at 918.334.3700

Email at cvstaff@cvok.net