SOUTH PLAINS TELEPHONE COOPERATIVE
NETWORK MANAGEMENT POLICIES

I.   Commitment

South Plains Telephone Cooperative (SPTC) is committed to providing broadband access service based on network management policies that protect and empower our broadband access customers, and maximize the benefits of the Internet experience for all customers.

II.   General Policies

A. SPTC will provide connections and transport services to the public Internet to customers and will manage its network and provide access in accordance with the Federal Communications Commission's (FCC's) Open Internet Rules (adopted December 21, 2010) and in compliance with any future Internet policies or rules adopted by the FCC.

B. To ensure Open Access to the Broadband Internet, SPTC will not unjustly or unreasonably:

- Block, interfere with or degrade an end user's ability to access, use, send, post, receive, or offer lawful content (including fair use), applications, or services of the user's choice;

- Block, interfere with or degrade an end user's ability to connect and use the end user's choice of legal devices that do not harm the network;

- Prevent or interfere with competition among network, application, service or content providers;

- Engage in discrimination against any lawful Internet content, application, service or service provider with respect to network management practices, network performance characteristics, or commercial terms and conditions;

- Give preference to affiliated content, applications, or services with respect to network management practices, network performance characteristics, or commercial terms and conditions;

C. Applicable Laws

- SPTC complies with the Online Copyright Infringement Liability Limitations Act, a portion of the Digital Millennium Copyright Act that allows Internet service providers to remove or disconnect customer access to copyright infringing material;

- SPTC complies with all other applicable laws and regulations, including the Children's Online Privacy Protection Act.

D. Network Security and Congestion Management Policies

For the safety and privacy of our access customers and with respect for all customers, SPTC:

- Follows standard best efforts for Internet delivery with respect to allocation of capacity without differentiation among applications, providers, or sources; uses generally accepted technical measures such as application-neutral bandwidth allocation, as well as measures to address service attacks, illegal content and other harmful activities to protect network integrity and reliability to provide acceptable service levels to all customers.

- Reserves the right to prioritize traffic based on real time and non-real time applications during heavy congestion periods based on generally accepted technical measures.

III. Privacy Policy

SPTC's network management practices do not entail inspection of network traffic, and SPTC does not store traffic information, provide traffic information to third parties, or use traffic information for non-network management purposes.

IV. Pricing, Terms and Conditions of Service and Other Questions

If you have any questions about SPTC's Network Management Policies, pricing, terms and conditions of service, and technology and performance characteristics, we can be reached by telephone at 806-763-2301, email at support@sptc.net, or you may visit SPTC's business office located at 2425 Marshall Street, Lubbock, Texas.

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