

Network Management Policy

Purpose

Glenwood Telephone Company,

FCC Registration No. 0029756905 (the “Company”) has adopted the following network management practices, performance characteristics, and commercial terms and conditions (this “Network Management Policy”) for its broadband Internet access services in compliance with the regulations set forth by the Federal Communications Commission (“FCC”). This policy should be read in conjunction with, and does not replace or supersede, the Company’s other legal policies, including but not limited to the Terms & Conditions, Acceptable Use and Fair Use Policy, and the Privacy Policy, available on the Company’s website.

This Network Management Policy may be amended at any time in the sole discretion of the Company. The most recent version of this Network Management Policy will be posted on the Company’s website.

Policy

Pricing

The Company offers different tiers and levels of service at different prices, and changes these from time to time. To see the Company’s current promotions and pricing on broadband Internet service, visit the Company’s website, or contact a sales representative at (912) 523-5111. The Company is willing to consider and negotiate prices for customized additional network services requested by specific customers or edge service providers if such services can be designed, developed and furnished in a commercially reasonable manner. If and when such customized services are developed and furnished, the Company reserves the right to adapt and provide them to other customers on a non-discriminatory basis so long as such subsequent provision does not entail disclosure of proprietary or confidential information of the initial customer.

If a customer enters into a service agreement with the Company for the Services for a defined term, and the customer desires to terminate the agreement prior to the expiration of that term, the Company may charge a reasonable early termination fee if such fee is indicated in the service agreement. Unless otherwise provided, the termination fee will be equal to 50% of the monthly plan’s price multiplied by the number of remaining months in the agreement, or the price of installation that was waived at time of sign-up, whichever is less.

The Company’s Services are priced on a flat-fee basis, plus taxes and any applicable fees. The Company does not charge a usage-based fee for the Services.

Privacy Policies

The Company's full Privacy Policy can be found on the Company's Website. The Company does not collect, store or use traffic information to profile its customers in order to sell additional services to them, or for similar non-network management purposes.

The Company reserves the right to monitor bandwidth, usage, transmissions, and content for purposes of protecting the integrity of the network and other customers through reasonable network management practices. Any network traffic, activity, performance information, and equipment information monitored or collected by the Company is done so for the sole purpose of reasonable network management purposes. The Company will provide to law enforcement available traffic information legally requested pursuant to the procedures of the Communications Assistance for Law Enforcement Act ("CALEA"), the Foreign Intelligence Surveillance Act ("FISA") or other applicable national security or criminal statutes.

The Company's network management practices are not intended or implemented to block consumers from accessing content and applications of their choice or discriminate against or in favor of certain network traffic.

Redress Options

Questions and complaints regarding the foregoing matters contained in this Network Management Policy should be addressed to Customer Relations at info@gtconline.com.