HAYNEVILLE TELEPHONE COMPANY

NETWORK TRANSPARENCY STATEMENT

Hayneville Telephone Company ("Hayneville" 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 Hayneville's other policies and practices concerning broadband are available at www.htcnet.net ("Hayneville Website").

Hayneville engages in network management practices that are tailored and appropriate for achieving optimization on the network considering the network architecture and technology of its broadband Internet access service. Hayneville's goal is to ensure that all its customers experience a safe and secure broadband Internet environment that is fast, reliable, and affordable. Hayneville 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.

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

A. Hayneville's Network Transparency Disclosures

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

1. **Blocking:** Hayneville does not block or discriminate against lawful content.

2. **Throttling:** Hayneville does not throttle, impair, or degrade lawful Internet traffic.

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

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

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

On Hayneville'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 Hayneville's network.

Customers using conduct that abuses or threatens the Hayneville 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.

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

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

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

7. **Device Attachment Rules:** Customers must use DHCP for authentication of point-to-point connections between devices on the network. For best results, DSL modems, wireless modems, or other proprietary network gateways used on the Hayneville broadband network should be provided by Hayneville. Customers may attach devices of their choosing to their modems, 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 Hayneville's network or impair the service of other customers. Hayneville 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 Hayneville'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:** Hayneville 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. Hayneville also deploys spam filters 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 30 days.

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

Hayneville deploys Internet access to its subscribers through hardwired broadband access DSL, or Fiber.

2. Network Performance

Hayneville 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 Hayneville' network. Hayneville 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 Hayneville' 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 Hayneville broadband service. Your computers and/or wireless or other networks in your homes or offices may need an upgrade to take full advantage of the chosen Hayneville broadband plan.

For DSL, Fiber and T1 service, Hayneville measures traffic every 5 min. All services are best effort.

Hayneville tests each service for actual and expected access speeds at the time of network installation to demonstrate that the service can support the advertised speed.
Customers may also test their actual speeds using the speed test located at www.speedtest.neton Hayneville' website and may request assistance by calling our business office at (334)548-2101.

Based on the network information Hayneville receives from its monitoring efforts, Hayneville' network is delivering data transmission rates advertised for the different high-speed Internet services. To be sure, Hayneville has implemented a program of testing the performance of its network by using a test protocol like 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. Hayneville reports the results of this testing below. This result applies to both upload and downloads data rates, and applies for measurements made both at peak times and over a 24-hour period:

DOWNLOAD & UPLOAD SPEEDS (Not all Speeds available in all areas)

Download Speeds

ADVERTISED	ACTUAL SUSTAINED	PERCENTAGE DIFFERENTIAL
1.5 Mbps	1.2 Mbps	20%
3 Mbps	2.5Mbps	20%
6 Mbps	4.8 Mbps	20%
10 Mbps	8 Mbps	20%
15 Mbps	12 Mbps	20%
20 Mbps	16 Mbps	20%
25 Mbps	20 Mbps	20%
50 Mbps	40 Mbps	20%
100 Mbps	80 Mbps	20%
300 Mbps	240 Mbps	20%
500 Mbps	400 Mbps	20%

Upload Speeds

ADVERTISED	ACTUAL SUSTAINED	PERCENTAGE DIFFERENTIAL
512 K	409K	20%
1.5 Mbps	1.2 Mbps	20%
3 Mbps	2.5 Mbps	20%
10 Mbps	8 Mbps	20%
15 Mbps	12 Mbps	20%
20 Mbps	16 Mbps	20%
25 Mbps	20 Mbps	20%
50 Mbps	40 Mbps	20%
100 Mbps	80 Mbps	20%
300 Mbps	240 Mbps	20%
500 Mbps	400 Mbps	20%

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.

Real time services, such as non-BIAS services, include Voice over Internet Protocol (VoIP) and Internet Protocol (IP) video services, command optimal bandwidth. As Non-BIAS traffic is combined with general Internet traffic on Hayneville's network, broadband customers could experience service delays, although very unlikely, if there is an occurrence of congestion on Hayneville's network. In any such event, the non-BIAS traffic is given priority over general Internet traffic.

Hayneville provides Voice-over-the-Internet-Protocol (VoIP) to its customers. The VoIP traffic uses QoS on the end user level. The design of the service is secure with regards to device registrations and usage.

The Company offers IP video service to end-users. This non-BIAS data service does not adversely affect the last-mile capacity available for the Company's broadband Internet access services, or the performance of such services. Customer should note that significantly heavier use of non-BIAS services (particularly IP video services) may impact the available capacity for and/or the performance of its broadband Internet access services. The Company will monitor this situation and appreciates feedback from its customers.

C. Commercial Terms

In addition to this Network Transparency Statement, patrons may also find links to the following on the Hayneville Website: www.htcnet.net

- Privacy Policy
- Acceptable Use Policy
- Pricing and Service Features
- Customer Service Agreement
- Fair Access Policy

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

Business Office at (334)548-2101