

Consolidated Enterprises, Inc.
And all Related Subsidiaries, dba as Consolidated
Broadband Internet Service
Network Management Policy

Consolidated Enterprises, Inc and all related subsidiaries (“Consolidated”) provides this Policy in order to disclose its network management practices in accordance with the FCC’s Open Internet Rules for its wireline service. Additional Information about Consolidated’s other policies and practices concerning broadband service are also available under the Services section of our website. Consolidated also resells WildBlue satellite internet service. Information on the network management practices of Wildblue service can be found on their website at <http://www.wildblue.com/siteMap/>

Consolidated complies with the FCC Internet Policy Statements as require for the RUS BIP program and FCC Net Neutrality Rules. As such Consolidated commits to an open and non-discriminatory use of the Internet by its customers and to use reasonable network management practices to insure an open Internet. Specifically, Consolidated will not:

- 1) prevent any of its users from sending or receiving the lawful content of the user’s choice over the Internet;
- 2) prevent any of its users from running the lawful applications or using the lawful services of the user’s choice;
- 3) prevent any of its users from connecting to and using on its network the user’s choice of lawful devices that do not harm the network; or
- 4) deprive any of its users of the user’s entitlement to competition among network providers, application providers, service providers, and content providers

Consolidated manages its network to ensure that all of its customers experience a safe and secure broadband Internet environment that meets its committed bandwidth speeds and is reliable and affordable. Consolidated wants its customers to indulge in all that the Internet has to offer, whether it be social networking, streaming videos and music, to communicating through email and videoconferencing. Consolidated does not favor any lawful Internet applications or content over others.

Consolidated manages its network for a number of reasons including optimizing its network, managing network congestion and managing security protocols. At the end of the day, however, very few customers are impacted by the protocols and practices Consolidated uses to manage its network.

In addition to this Network Management statement, Consolidated provides other information on its Broadband Internet Service on the following links:

- **Pricing and Broadband Services Information - <http://www.ctctel.com/internet.asp>**
- **Complaints and Contact Information - <http://www.ctctel.com/contact.PDF>**
or call 701-483-4000 during 8 am to 5 pm MST
- **Internet Support Information - http://www.ctctel.com/support_inet.asp**
- **Acceptable Use Policy - http://www.ctctel.com/PDF/inet_acceptable_use.PDF**
- **Internet Terms and Conditions - http://www.ctctel.com/PDF/internet_tc.pdf**
- **Network Management FAQ- <http://www.ctctel.com/pdf/NetworkManagementFAQ2011.pdf>**
- **Legal Notices Section - http://www.ctctel.com/company_legal.asp**
- **Privacy Policy- <http://www.ctctel.com/pdf/PrivacyPolicy2011.pdf>**

Consolidated's Broadband Internet network is dedicated at the customer premise to Consolidated's Dickinson office and is a shared network, which means that our customers share upstream and downstream bandwidth with other customers from that location to the national Internet. Because total customer demand fluctuates, the demand may exceed capacity from time to time. Consolidated's network management practices aim to minimize the occurrence of this network congestion by ensuring that all customers have access to a fair share of that bandwidth.

Consolidated's Network Management Practices

Consolidated uses various tools and industry standard techniques to manage its network and deliver fast, secure and reliable Internet service. Such management tools and practices include the following.

I. Managing Congestion

Any time an area of the network nears a state of congestion Consolidated will use reasonable network management practices to ensure that all customers have a fair share of access to the network. Such measures will include:

- Delaying traffic until capacity is available to transmit it through the network.
- Routing traffic on alternative routes that may take longer path to reach the end point.
- identifying traffic that is using the greatest volumes of network bandwidth; and
- temporary assigning lower status to some Internet traffic until the network congestion is relieved.

Customers will still have access to all services, applications and content online that is legal. Most Internet activities will be unaffected. But customers or traffic could experience such things as minor delays to downloading or uploading files or slower web surfing.

Customers using conduct that abuses or threatens the Consolidated 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.

Consolidated's network congestion management is 'application-agnostic', based on periods of high bandwidth usage, and is not implemented on the basis of customers' online activities, protocols or applications. Please note that Consolidated's application of this network management practice is related to specific periods of high volume bandwidth usage and does not relate to any particular customer's aggregate monthly data usage.

II. Network Security

Consolidated 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 providing resources to its customers for identifying and reporting such threats as spam, viruses, firewall issues, and phishing

schemes. Consolidated also deploys spam filters in order to divert spam from an online customer's email inbox while allowing the customer to control which emails are identified as spam. Spam is quarantined in a separate file that the Customer may access. Email in such file will be automatically deleted if not accessed in 15 days.

As its normal practice, Consolidated does not block any protocols, content or traffic for purposes of network management except that 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. Consolidated does filter ports to reduce the spread of computer-related viruses and protecting your computer from intruder access. If Consolidated suspects traffic originated by its customers is virus related, Consolidated will contact the suspected party. If there is no response, the customer's service will be suspended until the issue can be resolved.

III. Technology Used for Monitoring and Network Management

Net Screen analyzers
Packet Sniffers

IV. Monitoring and Maintenance Schedule

Consolidated has software that monitors the network for performance and provides performance results several times per hour. Alarms or alerts are generated if the performance is degraded. In addition, traffic is analyzed and trended to insure peak performance. Consolidated also uses industry standard software tools to check 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, Consolidated provides notification to the customer via email or phone. If a violation of Consolidated policies has occurred and such violation is not remedied, Consolidated will seek to suspend or terminate that customer's service.

Consolidated will do routine maintenance on its network from time to time. This maintenance may cause network issues such as loss of service or congestion. Consolidated will take reasonable steps to ensure these issues are as least customer impacting as possible.

V. Interconnection

Consolidated will ensure that all projects funded through BIP will provide open access to the public Internet making no use of the funding toward any entirely private closed network. Any parties requesting access through BIP funded projects will be offered interconnection, when technically feasible, pursuant to the NECA interstate access tariff.

VI. Network Performance

Consolidated provides Internet services to its customers over a shared network and advertised speeds are provided at best effort practices. We manage our network to make every effort to provide customers the speeds advertised in the service package they choose, however, because it is a shared network with all other

customers the actual broadband speed a customer gets will be dependent upon network congestion and the number of customers using the Internet at any given time.

Consolidated 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 issues that are caused by Consolidated network. Consolidated measures availability, latency, and aggregate utilization on the network and strives to meet internal service level targets in its network. However, the customer's performance is also affected by the particular website being accessed, capacity in the public internet beyond the Consolidated network and the customer's computer, inside wiring, wireless router, and other customer equipment.

Customers can test their actual speeds using the speed test found on the company website. Consolidated is in the process of developing additional systems/processes that will allow us to measure the performance of the Consolidated controlled network compared to advertised speeds. Once these systems are developed, Consolidated will disclose the results on its website.

VII. Specialized Services

Consolidated provides IPTV video service and Voice-over-the-Internet-Protocol (VoIP) services to end users. These services are also known as a Specialized Service. The IPTV service is separated from the company's best effort Internet services on the network. Since Specialized Service traffic has dedicated bandwidth that is separated from best effort broadband Internet traffic. The VoIP service is prioritized within the broadband bandwidth delivered to customers to insure this real time application retains a high quality. Consolidated has not found that VoIP traffic has had a significant impact on the best efforts broadband services.

VIII. Device Attachment Rules

Consolidated does not restrict standard consumer electronics from accessing its broadband services. However, some consumer devices may affect the performance of various application or speeds achieved by the customer.

IX. Other Notices

In addition to this Network Management Policy, patrons may also find other notices under the Services section as well as our Legal section of the website.

For questions, complaints or requests for additional information, please contact Consolidated at 701-483-4000.