

Partner Communications Cooperative's Open Internet/Transparency Statement

Partner Communications Cooperative ("Company") provides fixed broadband Internet access services ("BIAS") to select markets in Iowa and is committed to providing BIAS in a manner that fosters an open and robust public Internet. Subject to reasonable network management practices for providing BIAS, Company will not unreasonably discriminate in the transmission of lawful network traffic, and will not block access to lawful content or websites, applications, services, or non-harmful devices. Company does not engage in throttling, paid prioritization or affiliated prioritization.

Network Management

Company engineers and operates its network to accommodate the necessary traffic requirements, with ample capacity to address peak traffic levels. Although our network provides substantial capacity, it is not unlimited, and during certain peak usage times, Company may limit data transfer speeds in a non-discriminatory fashion, which may slow the rate of streaming video or download speeds. During periods of network congestion, industry standard protocols inherent in the air interface between the customer device and the network may temporarily limit speeds or the amount of data that can be transferred on the network in a non-discriminatory basis. This management is "protocol-agnostic," which means that the network does not manage congestion based on the applications that customers are using.

Company manages its network to protect the security, integrity and reliability of the network to address problems such as spam, viruses and malicious content, using generally accepted industry standard tools. Company reserves the right to protect its network from harm, which may impact legitimate data flows, to limit throughput or amount of data transferred, and to deny or discontinue service, without notice, to anyone it believes is using the Internet service in any prohibited manner or in a manner that adversely impacts the company's network or service levels.

Network Performance

Customers may reasonably expect the BIAS to deliver speeds of 80% to 100% of advertised speeds with latency between 20ms and 40ms. Company conducts internal testing and has confirmed actual speed and latency within this expectation. Company also offers a speed test site to any user or customer, which is accessible at its website.

Pricing and Commercial Terms

You can access PARTNER COMMUNICATIONS COOPERATIVE's website at: www.pcctel.net. BIAS speeds and pricing can be found at <https://www.pcctel.net/internet-service>. Company's Acceptable Use Policy is available at https://www.pcctel.net/wp-content/uploads/2016/10/PCC-Acceptable_Use_Policy_2016.pdf and Privacy Policy at <https://www.pcctel.net/wp-content/uploads/2017/06/PCC-PRIVACY-04-2016.pdf>.

For questions, complaints or requests for additional information, please contact Customer Care at 641-498-7701.