

MTC Net Neutrality Disclosure

Open Internet Transparency Disclosure

The following disclosure describes the network practices, performance characteristics and commercial terms for Mutual Telephone Company and Mutual TeleCommunications pursuant to the Federal Communications Commission's Open Internet Transparency requirements in 47C.F.R §8.3.

Network Practices

- *Congestion Management:*

MTC's network is continuously monitored to ensure it is meeting the needs of our customers. Customers can expect higher latency during peak hours which are from 5pm to 10pm daily.

- *Application-Specific Behavior:*

MTC does not block or otherwise inhibit, favor or rate control lawful protocols of any kind nor any lawful applications or classes of applications.

- *Device Attachment Rules:*

MTC does not restrict the devices that may attach to our network. However, in the event that a customer supplies their own CPE, configuration parameters will be provided and customer will be responsible for programming.

- *Security:*

In the event email, web servers, or computers become infected and transmit malicious payloads MTC reserves the right to address these situations on an as-needed basis to ensure the integrity of our network.

Commercial Terms

- **Pricing:**

- Static IP additional \$5 a month.
- Reconnect fee is \$50.00.

- **Privacy Policies:**

Traffic information is not stored, provided to third parties, or used by the carrier for non-network management purposes.

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- Performance Characteristics**

Service Description	Technology	Advertised Speed	Actual Speed	Expected Latency	Applications
Gold	Wimax	5Mbps/2Mbps	4.8 Mbps/1.6 Mbps	80-100	Email, Web Browsing, music streaming, social media, video streaming online gaming etc.
Silver	Wimax	3Mbps/1Mbps	2.9Mbps/0.79 Mbps	80-100	Email, Web Browsing, music streaming, social media, video streaming online gaming etc
Bronze	Wimax	1Mbps/0.5Mbps	1.1 Mbps/0.36 Mbps	80-100	Email, Web Browsing, music streaming, social media, etc.
Gold	700/900 Wireless	1Mbps/1Mbps	0.97Mbps/0.96Mbps	50-100	Email, Web Browsing, music streaming, social media, etc.
Silver	700/900 Wireless	768Mbps/768Mbps	0.81Mbps/0.74Mbps	50-100	Email, Web Browsing, music streaming, social media, etc.
Bronze	700/900 Wireless	512Mbps/512Mbps	0.49Mbps/.47Mbps	50-100	Email, Web Browsing, music streaming, social media, etc.
Premium	Fiber to the Home	10Mbps/3Mbps	10.33Mbps/3.11Mbps	30-50	Email, Web Browsing, music streaming, social media, video streaming online gaming etc.
Enhanced	Fiber to the Home	5Mbps/1Mbps	5.17Mbps/1.04 Mbps	30-50	Email, Web Browsing, music streaming, social media, video streaming online gaming etc.
Basic	Fiber to the Home	1.5Mbps/1Mbps	1.54Mbps/1.03Mbps	30-50	Email, Web Browsing, music streaming, social media, etc.

Actual speeds and expected latency results are determined from internal testing.
 Note: Speeds are burstable to maximum purchased speed

Customers may contact our help desk at 866-253-4772 or our office at 620-897-6200 with any questions or concerns.