

SEMO Electric Cooperative and GoSEMO Fiber's Net Neutrality Disclosure

GoSEMO Fiber is committed to providing our customers with the best online experience possible. GoSEMO Fiber uses reasonable network management practices that are consistent with industry standards and uses tools and technologies that are minimally intrusive. Just as the Internet continues to evolve, so too, will our network management policies. Should GoSEMO Fiber not apply reasonable network management practices our customers could be subject to the negative effects of security attacks, viruses, and spam among other risks resulting in possible degradation of services. You may always access our most current policies at (www.gosemofiber.com).

Network Overview

GoSEMO Fiber operates a state-of-the-art broadband network whereby fiber optic cable is brought past each home and business. GoSEMO Fiber builds a fiber drop from the street to connect to any home or business who purchases services and where access is granted. It should be noted that not all residential apartment buildings and multi-tenant office buildings allow access. The broadband network enables us to bring the benefits of the extraordinary bandwidth carrying capacity of Fiber Optics to each of GoSEMO Fiber's customers.

Additionally, we provide a Metro Ethernet service that is used to provide transport services and bandwidth to carriers and other large enterprise customers. Enterprise customers buy transport services and bandwidth from GoSEMO Fiber and then enhance the product for their network needs.

Questions, Answers & Information Regarding Our Network Practices

The FCC requires us to provide descriptions of our Network Management Practices to include Application-Specific Behavior Practices, Device Attachment Rules, Security Practices, Performance Characteristics, Privacy Policies and Customer Redress Options.

Congestion Management:

GoSEMO Fiber currently uses network monitoring. GoSEMO Fiber reserves the right to employ congestion management practices in the future.

Application-Specific Behavior:

Does GoSEMO Fiber block or rate-control specific protocols?

- o GoSEMO Fiber does not block any kinds of traffic, unless required by law. GoSEMO Fiber subscribes to the philosophy of complete network neutrality and we treat traffic to and from all internet sites the same.

Does GoSEMO Fiber modify protocol fields in ways not prescribed by protocol standard?

- o GoSEMO Fiber does not modify protocol fields not prescribed by protocol standards.

Does GoSEMO Fiber inhibit or favor certain applications or classes of applications?

- o GoSEMO Fiber does not inhibit or favor applications or classes of application over its High-Speed Internet/broadband data network. All traffic is treated in a "protocolagnostic" manner which means management is not based on the applications and is also content neutral.

Device Attachment Rules:

Does GoSEMO Fiber have any restrictions on the types of devices that they allow to connect to the network?

- o Customers must use equipment provided by GoSEMO Fiber to connect to GoSEMO Fiber's network.

Security:

What are the practices used to ensure end-user security or security of the network?

- o GoSEMO Fiber uses the following practices to ensure end-user security and network security:
 - GoSEMO Fiber employs standardized security protocols which help GoSEMO Fiber understand the flow of network traffic in order to best engineer the network as well as to troubleshoot the network.
 - The protocols also act as Anti-Spoof software which allows GoSEMO Fiber to identify and isolate one user's hardware from impersonating another user's hardware.
- o GoSEMO Fiber utilizes these protocols and practices to protect and secure GoSEMO Fiber customer data as well as to protect the GoSEMO Fiber broadband network for the benefit of all customers. These protocols allow GoSEMO Fiber to comply with federal CALEA and other Law Enforcement requirements.

What conditions trigger a security mechanism to be invoked?

- o As the Internet evolves so do malware and other types of security exploits. GoSEMO Fiber's security tools and techniques are evolving to meet the security challenges of a 21st century world.
- o GoSEMO Fiber monitors the network many times per second and a trigger would be finding any instance of unwanted network intrusion on the network. GoSEMO Fiber would react immediately to such an intrusion and would refer to Law Enforcement Agencies as needed.

Performance Characteristics

Service Description:

A general description of the service offered, including Service Technology, Expected and Actual Speeds, Expected and Actual Latency, Suitability of the Service for Real-time Applications follows:

- o Service Technology
 - GoSEMO Fiber uses a FTTH access system to deliver broadband services to customers. The FTTH system standard is called GPON (Gigabit Passive Optical Network). Up to sixty-four (64) customers share one fiber in neighborhoods and this shared fiber is called a PON. The GPON system delivers 2,400 Megabits per second to the subscribers on a PON and 1,200 Mbps from the subscribers on a PON.
 - In the GoSEMO Fiber FTTH network there are no electronics between the remote and the customer. No electronics means that there are fewer failure points in the network and superior service quality to our customers.
- o Expected and Actual Speeds
 - Each internet subscriber is provided access to two different data products:
 - Customers are given access to the GoSEMO Fiber Intranet at their subscribed internet speeds.
 - GoSEMO Fiber offers High Speed Internet access speeds at 100 and 1000 Mbps (Megabits per second) in both directions. The expected speeds for these products is as advertised rate of 100 and 1000 Mbps. It is possible for customers to experience slower speeds on the open Internet, but slower Internet speeds are due to the nature of the open Internet and not due to any blockage or congestion on the GoSEMO Fiber network.
 - Actual speeds may be affected by Specialized Services.
- o Expected and Actual Latency
 - Latency is another measure of Internet performance. Latency is the time delay in transmitting or receiving packets on a network. Latency is primarily a function of the distance between two (2) points of

transmission and is typically measured in milliseconds. The average on-network latency of the GoSEMO Fiber network is 7 milliseconds with an average jitter of 2 milliseconds. Actual latency depends on the speed of the customer's devices, which internet networks the customer crosses, and the speed of the server accessed; thus, actual latency varies between internet services accessed.

o Suitability of the Service for Real-time Applications

□ The GoSEMO Fiber network is one of the fastest and most accessible networks available in the U.S. Customers can achieve the speeds on our network that they subscribe to, 24/7, without slowdowns or blockages on our networks.

Impact of Specialized Services:

What specialized services, if any, are offered to end users?

o GoSEMO Fiber offers two services that could be considered "Specialized" services over the access system. These services are IP Video (IPTV) and IP Telephone Service (VoIP).

o VoIP is prioritized over IPTV, and IPTV is prioritized over access to GoSEMO Fiber Intranet or the open Internet.

o If customers are subscribed to the 1000 Mbps service, use of VoIP or IPTV services by that customer will impact data throughput due to hardware limitations of GPON. Customers with lower speeds are given an additional, yet separate, data connection dedicated to VoIP and IPTV.

□ On average, the speed will be reduced by .5 Mbps per phone call and 9Mbps per tv channel being watched.

Do any of these specialized services affect the last mile capacity available for, and performance of broadband internet access service?

o If the network is congested, IP Video and VoIP will affect performance of the Broadband services.

Privacy Policies:

Do network management practices entail inspection of network traffic?

GoSEMO Fiber examines traffic to the extent needed to utilize the network safety features listed earlier. GoSEMO Fiber does not inspect traffic for any other purposes other than to keep track, at the network level, where traffic flows in order to make certain that the network is adequate for the demands of customers.

Is traffic information stored, provided to 3rd parties or used by the ISP for non-network management purposes?

The only time that any stored information is provided to any 3rd party is in response to a court order from a valid and qualified Law Enforcement Agency.

Redress Options:

What are GoSEMO Fiber practices for resolving end-user and edge provider complaints and questions?

GoSEMO Fiber attempts to identify and address problems from its Network Operations Center (NOC). If the NOC is unable to clear a reported problem, then a technician in a truck is dispatched to address the problem; wherein, outages involving multiple customers are given a higher priority than a minor network glitch affecting one customer.

If the problem is of such severity that a field technician cannot solve the problem, it is generally escalated to an external engineer or consultant or to the vendor that made the equipment in question. GoSEMO Fiber contracts with experienced vendors for as needed troubleshooting and resolution in support of the network.

Finally, the customer may be notified depending upon the severity and type of problem.

Prohibited Uses and Activities

GoSEMO Fiber's Customer Service Agreement prohibits uses and activities of the service that interfere with or diminish the use and enjoyment of the service by others, infringe on the rights of others or that are illegal. These prohibited uses and activities are listed below and include, but are not limited to, using the service, the customer equipment or the GoSEMO Fiber equipment either individually or in combination with the other, to:

- undertake or accomplish any unlawful purpose which includes, but is not limited to, posting, storing, transmitting or disseminating data, information or materials which are unlawful, libelous, obscene, defamatory, threatening or which infringe on the intellectual property rights of any person or entity in any way that would constitute or encourage conduct that would constitute a criminal offense or violate any local, state, federal or international law, order or regulation;
- upload, post, transmit, publish, reproduce, create derivative works of, or distribute in any way information, software or other material obtained through the service or otherwise that is protected by copyright or other proprietary right, without obtaining any required permission of the owner;
- transmit unsolicited commercial or bulk messages commonly known as "spam";
- participate in the collection of very large numbers of e-mail addresses, screen GoSEMO Fiber's, or other identifiers of others without their prior consent, participate in the use of software designed to facilitate these activities, i.e. "harvesting" or collect responses from unsolicited bulk messages;
- falsify, alter, or remove message headers;
- falsify references to GoSEMO Fiber or its network, by GoSEMO Fiber or any other identifier, in messages;
- impersonate any person or entity, or forge any person's digital or manual signature;
- engage in sender address falsification, often known as "phishing";
- violate the terms of service of any network, server, application, or Web site that you access or use;
- post or transmit any information or software which contains a worm, virus or other harmful feature regardless of intent, purpose or knowledge;
- utilize or distribute devices designed or used to compromise security or whose use is otherwise unauthorized including but not limited to password guessing programs, decoders, keystroke loggers, packet sniffers, encryption circumvention devices and Trojan Horse programs;
- engage in port scanning;
- utilize or run Web hosting, file sharing or proxy services and servers or other dedicated, standalone equipment, or servers from the premises that provides service, including network content, to any party outside your premises local area network;
- utilize or run programs from the premises that provides service, including network content, to any party outside your premises local area network, except for personal and non-commercial use;
- copy, distribute, or sublicense any proprietary software provided by GoSEMO Fiber or any third party in connection with the Service, except that one copy of each software program may be made by the customer for back up purposes only;
- disrupt or cause a performance degradation to the service or any GoSEMO Fiber facilities or equipment used to deliver the service regardless of intent, purpose or knowledge;

- alter/modify, or tamper with GoSEMO Fiber equipment or permit any other party, not authorized by GoSEMO Fiber, to do same including connecting GoSEMO Fiber equipment to any computer outside of your premises
- resell the Service in whole or in part, directly or indirectly.

Treatment of Personal Web Pages and File Storage

Customers and users are solely responsible for any and all information published or stored on Personal Web Pages and/or File Storage and for ensuring that all content is appropriate for those who may have access to it. This includes taking appropriate measures and precautions to prevent minors from accessing or receiving inappropriate content. This includes, but is not limited to, text, photographs, logos, executable programs, video and audio recordings, images, and illustrations. GoSEMO Fiber reserves the right to remove or block content contained on Personal Web Pages/File Storage if GoSEMO Fiber, in its sole discretion, determines that it violates the terms of this Acceptable Use Policy.

Treatment of Inappropriate Content and Transmission

GoSEMO Fiber reserves the right to refuse to transmit or post, and remove or block, any information or materials, in whole or in part, that GoSEMO Fiber, in its sole discretion, deems to be in violation of GoSEMO Fiber policies. While GoSEMO Fiber has no obligation to monitor transmissions or postings made on the service GoSEMO Fiber has the right to monitor these transmission and postings for violations of GoSEMO Fiber policy and to disclose, block, or remove them in adherence with the Customer Service Agreement, and applicable law.

To report a violation contact 877-430-5418. To report a child exploitation incident involving the Internet contact the local police.

Copyright and Digital Millennium Copyright Act Requirements

GoSEMO Fiber has procedures in place dedicated to compliance with U.S copyright laws and requires all customers and users of the service to comply with these laws. In compliance with these laws and GoSEMO Fiber policy you may not store any material or content on, or disseminate any material or content over, the service in any manner that constitutes an infringement of third-party intellectual property rights. This includes rights granted by U.S. copyright law. In accordance with the Digital Millennium Copyright Act of 1998 GoSEMO Fiber reserves the right to terminate the service provided to any customer or user who is found to have violated third party copyright or other intellectual property rights.

Alleged infringement of copyrighted material and content stored on the service may be reported by the copyright owner, in compliance with the DMCA notification requirements, with GoSEMO Fiber's authorized agent at the address below:

fiber@gosemo.com

All notifications must comply with the requirements of Section 512(c)(3) of the U.S. Copyright Act. Upon receipt of a compliant notification GoSEMO Fiber will directly or indirectly remove the allegedly infringing work(s) stored on the service or will disable access to the work(s). All affected customer(s) or user(s) of the service will be notified of the removal or disabling.

Should you receive a notification of alleged infringement and you believe in good faith that the allegedly infringing works have been removed or blocked by mistake you may file a counter notification, in adherence with Section 512(g)(3) of the U.S. Copyright Act, to the address listed above. GoSEMO Fiber will adhere to DMCA procedure and will provide a copy to the party that filed the original notification. In doing so, GoSEMO Fiber will be held harmless and will not be made a party to any dispute or lawsuit resulting from or in association with the alleged copyright infringement.

GoSEMO Fiber reserves the right to modify this Net Neutrality Disclosure at any time. We will notify you of any material changes via written, electronic, or other means permitted by law, including by posting it on our

website. If you find the changes unacceptable, you have the right to cancel the Services. If you continue to use the Services after receiving notice of such changes, we will consider that as your acceptance of the changes.