



Great Plains Communications Network Management Practices Policy Disclosure

Pursuant to the Federal Communications Commission's (FCC) newly enacted Open Internet Rules found in Part 8 of Title 47 of the Code of Federal Regulations, Great Plains Communications' policies regarding network management practices, performance characteristics, and commercial terms are provided in entirety so that our current customers, prospective customers, third-party content providers, and other interested parties can make informed choices regarding the broadband Internet access services offered by Great Plains Communications (GPC), and the extent our network management practices may affect those services.

This policy statement, in conjunction with our privacy policy, acceptable use policy, and the commercial terms and conditions that we provide on our main website, are aimed at meeting these objectives

GPC reserves the right to update and modify these policies and our terms and conditions as well as our network management practices from time to time. Thus, we encourage you to visit our website periodically to review our practices.

In the interest of providing the best online experience possible for all of GPC's customers, we utilize reasonable network management practices tailored to achieve legitimate network management purposes. Because bandwidth is a limited resource for broadband Internet service GPCs, it is essential that we reasonably manage our network to promote the use and enjoyment of the Internet by all of our customers. By engaging in reasonable and responsible network management, GPC prevents its customers from being subjected to the negative effects of spam, viruses, security attacks, network congestion, and other risks that threaten to degrade service. The network management practices employed by GPC are consistent with industry standards.

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1.0 Network Management Practices

GPC manages its network without regard to the specific type of Internet traffic, applications, or end user. GPC does not block or make use of any application, traffic, or end user specific network management practice. GPC does not favor, modify, inhibit, rate control or block any specific protocols (including those used by VOIP), protocol ports or fields, or any applications or classes of applications.

GPC does not block lawful content, applications, services, or non-harmful devices, subject to reasonable network management. Additionally, GPC does not block users from accessing lawful websites, subject to our reasonable network management practices. Nor does GPC block applications that may compete with either GPC's or one of its affiliates voice service products, subject again to our reasonable network management practices.

GPC does not reasonably discriminate in transmitting lawful network traffic over a user's broadband Internet access service subject to our reasonable network management practices.

GPC allows its customers to connect any ordinary and typical consumer device to GPC's network provided the device conforms to publicly available industry standards and be non-harmful to GPC's network or its customers.

2.0 Congestion Management

It is possible that a relatively small number of customers may place a disproportionate demand on the network bandwidth resources, causing network congestion and an overall degradation in service quality for other end users. For this reason, if GPC's network nears a state of congestion, GPC will use congestion management practices to ensure all of GPC's customers retain access to a "fair share" of bandwidth resources. When GPC's network nears a state of congestion, the congestion management tools, practices and/or software employed by GPC will identify segments of the GPC network that have a predetermined, aggregated level of bandwidth usage. From there, the congestion management tools will ascertain which customer account in the identified network segment is using a disproportionate share of the bandwidth. The Internet traffic of the identified customer account may be temporarily managed until the period of network congestion passes. Customers whose Internet traffic is temporarily managed by GPC will still be able to do anything they want online, and many activities will be unaffected; however, these customers may experience slower downloads and uploads and Internet/website response times.

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The congestion management practices utilized by GPC are “protocol-agnostic,” meaning that the network does not manage congestion based on the online activities, protocols or applications a customer uses. Rather, GPC’s congestion management practices focus only on the heaviest bandwidth users in real time.

3.0 Security

GPC offers its customers unrestricted access to all of the lawful content, services, and applications available on the Internet. We use industry standard tools, and generally accepted best practices and policies, to protect our customers from security risks such as spam, phishing, email-transported malware, and other unwanted or harmful online content and activities.

In the instances where these tools and policies identify email content as harmful or unwanted, the content may be prevented from reaching customers. Some of these tools may permit customers to identify or inspect the content to determine if it is harmful or unwanted.

4.0 Performance Characteristics

GPC offers our broadband Internet access services via multiple technologies: Digital Subscriber Line (DSL), Cable Modem, Fiber to the Home (FTTH), point to point, and wireless. Our predominate service offerings are provided via the DSL and Cable Modem technologies.

The advertised speed of GPC’S Internet service is the maximum speed achievable via our predominate Internet service technologies. While the maximum advertised speed is attainable for end users, several factors may affect the actual speed of our Internet service offerings. These factors include, but are not limited to the following: the distance of the consumer’s home or office from our central office (i.e., the further away the customer is from the central office, the slower the broadband speed);, the end user’s computer, modem or router;; activity during peak usage periods;; and other Internet traffic.

For our standard service offering via our DSL, cable modem, or FTTH technologies, the mean upload and download speeds is 1 Mbps/4 Mbps during the peak usage period (i.e., between 7:00 p.m. and 11:00 p.m. on weeknights). Based on the contract terms, the mean upload and download speeds for our various point-to-point Internet access connections will vary according to the specific service offering.

During this same peak usage period, GPC’s internal testing has established a mean round trip latency of 50 milliseconds (ms). The round trip latency times may vary from 10 ms to 100 ms.

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On a very limited availability basis, GPC offers non-contractual Internet access services that are higher than our standard service offering cited above. The mean upload and download speeds and mean round trip latency for these Internet access connections will vary according to the specific service offerings. Please visit our website (www.gpcom.com) or call 1-888-343-8014 to speak with a customer service representative to determine if these services are available at your location.

5.0 Suitability For Real Time Applications

All of GPC's Internet service offerings can be used for real time applications. However, the performance of these applications may improve at higher transmission speeds. For a 10 Mb service, the mean upload and download speeds are 1 Mbps/4 Mbps during the peak usage period (i.e., between 7:00 p.m. and 11:00 p.m. on weeknights).

6.0 Commercial Terms

6.1 Pricing

In order to meet the usage and budgetary needs of all of our customers, GPC offers a wide selection of broadband Internet access plan options, including promotional offerings, bundled service choices, and a la carte alternatives. Our standard a la carte pricing for a 5 Mb download/1 Mb upload service is \$47.95.

To see GPC's current promotions and the bundle offerings and pricing for our broadband Internet access services, please visit our website (www.gpcom.com) or call 1-888-343-8014 to speak with a customer service representative. The Terms and conditions for our service bundles are available on this same website.

6.2 Early Termination Fees

GPC's typical Internet access offerings do not require a formal contract. If a customer previously entered into a specific service contract with GPC for a broadband Internet access service for a defined service term, and the customer desires to terminate the service agreement prior to the expiration of that term, we may charge a reasonable early termination fee if such fee is clearly indicated in the service contract. The early termination fee is typically two times the monthly service fee specified in the contract.

6.3 Usage-Based Fees

GPC Internet service is priced on a flat-fee basis (plus taxes). We do not charge end users a usage-based fee for Internet service.

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6.4 Fees for Additional Network Services

The following items require additional charges above and beyond our standard a la carte and bundling prices:

- Static IP addresses
- Additional Email addresses
- Point-to-Point Internet access connection

The pricing for each of these items will vary according to the customer's requirements. If there is interest in obtaining an exact quote, the customer should call 1-888-343-8014 to speak with a customer service representative.

6.5 Other Terms and Conditions

GPC's standard Internet Subscriber Agreement is available on our main website at www.gpcom.com/terms-conditions.

7.0 Privacy Policy

Network traffic, activity, performance information, and equipment information monitored or collected by GPC is done so for the sole purpose of reasonable network management purposes.

GPC is required to comply with relevant laws, regulations and judicial orders. Information covered under this Privacy Policy, as well as other categories of information, may be disclosed to third parties if GPC determines, in its sole discretion, that such a disclosure is necessary or required. GPC may also disclose this information in connection with the sale of our business.

As part of its network management practices, GPC does not distribute information on network activity and/or traffic to any third party, or use network traffic information for any non-network management purpose.

The GPC's network management practices as discussed herein are intended solely to provide the best online experience possible for all of GPC's customers by safeguarding our network and its users from spam, viruses, phishing, and other unwanted or harmful online content and activities. GPC's network management practices are not intended, nor implemented, to block consumers from accessing the content and applications of their choice, deprive consumers of their entitlement to competition, or discriminate against or in favor of certain network traffic. End users with questions, concerns or complaints regarding GPC's network management practices are encouraged to contact GPC for issue resolution.

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8.0 Acceptable Use

GPC's acceptable use policy (AUP) is located at www.gpcom.com/terms-conditions and should be consulted by you. In general, however, it is not acceptable to use GPC's network for any purpose that violates local, state, or federal laws, or to transmit communications that might be high offensive or damaging to any recipients or to use the service in a manner that is unintended.

9.0 Additional Disclaimers

The Open Internet Rules, as adopted, and GPC's Network Management Practices Policy are not intended to affect, alter or otherwise supersede the legal status of cooperative efforts by broadband Internet access service providers and other service providers that are designed to curtail infringement in response to information provided by rights holders in a manner that is timely, effective, and accommodates the legitimate interests of providers, rights holders, and end users.

Furthermore, the Open Internet Rules, as adopted, and GPC'S Network Management Practices Policy do not prohibit us from making reasonable efforts to address the transfer of unlawful content or unlawful transfers of content.

10.0 Contact Us

If you have any questions regarding GPC's Network Management Practices Policy or would like to file a complaint with us regarding our network management practices, please contact us at:

Great Plains Communications Attn: Internet Services

1600 Great Plains Centre
PO Box 500
Blair, NE 68008
402.456.9511
402.456.6099
webmaster@gpcom.net
www.gpcom.com

Further, if you believe that GPC is in violation of the FCC's Open Internet Rules, you may file a complaint directly with the FCC.