



Green Hills Communication Network Management Policy

(Updated 10/8/2024)

Green Hills Communications, Inc., dba: Green Hills Technologies (the “Company”) provides this disclosure in its good faith effort to comply with the requirement of the Federal Communications Commission (“FCC”) regarding the open and non-discriminatory use of the Internet by our customers and the use of reasonable network management practices as stated by the FCC to ensure an open Internet. As such, the Company will, in good faith, manage its network and provide access in accordance with the FCC’s Open Internet Rules and will comply, in good faith, with any future rules adopted by the FCC.

In adopting its Open Internet Rules, the FCC sought to ensure that our end users had certain information regarding the management of our Internet services. This policy statement, in conjunction with our privacy policy, acceptable use policy and the commercial terms and conditions that we provide on our web site, are aimed at meeting these objectives.

The Company 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.

Network Management Practices. The Company manages its network without regard to the specific type of network traffic, application or end user. The Company does not block or rate-control specific protocols or ports. Additionally, the Company does not inhibit or favor certain application or classes of applications.

At the same time, however, the Company strives to provide a high-quality Internet service using multiple network management and monitoring tools with our objective being to have as close of a 1-to-1 relationship with our customers as possible as well as to allow us to understand the needs and usage trends of our customers. We can then make adjustments to improve service in short order. To that end, the Company has instituted a bandwidth management system to manage the traffic with the goal that all of our customers get equal access to the upstream pipe (Internet feed) regardless of the application they are using, allowing us to add capacity as we determine necessary and identify potential service-affecting issues. Please note that we do not control the different types of traffic. Rather, we strive to ensure that all customers should be able to use the service as they wish if it does not violate our Acceptable Use Policy, any Federal, State and local laws and does not disrupt general traffic flow on the network or other individuals.

Device Attachment. The Company allows end users that subscribe to our Internet service to connect any ordinary and typical consumer device to the network provided that such attachment does not harm our network.

Security Protections. The Company maintains the ability to implement reasonable practices to ensure network security and integrity, including by addressing traffic that is harmful to the network or traffic that is unwanted by the end users of our Internet service. Our discussion above of our network monitoring efforts is one such example.

Reasonable Network Management Practice Defined. We use the following definition for what we consider to be a reasonable network management practice -- A network management practice is reasonable if it is appropriate and tailored to achieving a legitimate network management purpose, considering the network architecture and technology of the broadband Internet access service. For example, the Company may block spam or other unsolicited bulk email. Acceptable USE Policy

No Blocking. The Company does not block lawful content, applications, services, or non-harmful devices, subject to reasonable network management. Additionally, the Company does not block users from accessing lawful web sites, subject to our reasonable network management practices nor does the Company block applications that may compete with either the Company's or one of its affiliate's voice service products, subject again to our reasonable network management practices.

No Unreasonable Discrimination. The Company does not unreasonably discriminate in transmitting lawful network traffic over a user's broadband Internet access service subject to our reasonable network management practices.

Service Description. The Company provides service using Asymmetric Digital Subscriber Line ("ADSL") technology that uses copper wire, Fiber to the Home (FTTH), and Fixed Wireless delivery systems.

Suitability for Real Time Applications. All the Company's Internet service offerings can be used for real time applications. However, performance of those applications may improve at higher transmission speeds.

Broadband Nutrition Labels

The FCC now mandates that all internet providers show product information in a standardized format. These broadband facts will make comparing different provider's fees, speeds, and pricing easier. The information, along with the transparency and simplicity already built into our plans, allows our customers to choose a provider and product that best fit the customer's needs. Customers can find a CSV file on the website at <https://www.greenhills.net/legal/> and at the point of sale at the following links: Business Customers, <https://www.greenhills.net/broadband-labels-residential-north> or <https://www.greenhills.net/broadband-labels-residential-south> .

Question and Concerns. If you have any questions or concerns about network management or these disclosures, they can be viewed at www.greenhills.net. If this does not resolve your inquiry, please direct and questions or comments to customercare@ghhc.com please call our business office at 800-846-3426, 8:30 am – 4:30 pm, Monday - Friday.