

**MARK TWAIN RURAL TELEPHONE COMPANY  
MARK TWAIN COMMUNICATIONS COMPANY**

**DISCLOSURES CONCERNING INTERNET SERVICE**

(Transparency Disclosures)

Mark Twain Rural Telephone Company and Mark Twain Communications Company (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 (GN Docket No. 09-191 and WC Docket No. 07-52) 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 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 in order 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 as long as 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, taking into account the particular network architecture and technology of the broadband Internet access service. For example, the Company may block spam or other unsolicited bulk email.

**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 Throttling.** The Company does not, other than for reasonable network management, degrade or impair access to lawful internet traffic on the basis of content, application, service, user, or use of a non-harmful device.

**Affiliate and Paid Prioritization.** The Company does not directly or indirectly favor traffic to an affiliated company or prioritize some traffic over other traffic in exchange for consideration, money, or otherwise.

**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, and Fixed Wireless delivery systems.

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

**Pricing, Terms and Conditions.** Located at the following link: [www.marktwain.net](http://www.marktwain.net).

**Acceptable Use Policy.** The Company's Acceptable Use Policy is located at [www.marktwain.net](http://www.marktwain.net). Our Acceptable Use Policy provides a more specific discussion and should be consulted by you. In general, however, it is not acceptable to use the Company's network for any purpose that violates local, state or federal laws or to transmit communications that might be highly offensive or damaging to any recipients or to use the service in a manner that is unintended.

**Privacy Policy.** Mark Twain affords full access to all lawful content, services and applications available on the Internet and does not routinely monitor, inspect or store the network activity and traffic of its Internet service users. However, Mark Twain reserves the right to monitor bandwidth, usage, transmissions and content for purposes of protecting the integrity of the network and Mark Twain's Broadband service through reasonable network management practices.

Mark Twain may collect equipment information to identify the equipment a customer is using on the network, including, but not limited to: equipment type, serial number, settings, configuration and software. Mark Twain may also collect performance information to examine the operation of the equipment, services and applications the customer may use on the network, including, but not limited to: IP addresses, MAC addresses, URLs, data transmission rates and latencies, location information, security characteristics, and information about the amount of bandwidth and other network resources customer is using in connections with uploading, downloading or streaming data to and from the Internet.

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

Mark Twain 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 Mark Twain determines, in its sole discretion, that such a disclosure is necessary or required. Mark Twain may also disclose this information if, in its sole discretion, such a disclosure is necessary or required to protect our interests or the interests of our customers. Mark Twain may also disclose this information in connection with the sale of our business.

Mark Twain's network management practices as discussed herein are intended solely to provide the best online experience possible for all of Mark Twain's customers by safeguarding our network and its users from spam, viruses, phishing, and other unwanted or harmful online content and activities. Mark Twain'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 Mark Twain's network management practices are encouraged to contact us for issue resolution.

**Questions and Concerns.** If you have any questions or concerns about network management or these disclosures you can go to our website, [www.marktwain.net](http://www.marktwain.net). If this does not resolve your inquiry, please direct any questions or comments to [csrs@marktwain.net](mailto:csrs@marktwain.net), or please call our business office at 660 423-5211 between 8:00 am and 4:45pm Monday thru Friday.