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## Service Offerings

Colo Telephone Company via the Colo Telephone Company brand directly offers broadband ISP services through NETINS in its markets. Please visit the Colo Telephone Company website to check availability, speed options and pricing.

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Aureon is the internet upstream provider for Colo Telephone Company. Aureon offers a speed test site to any user or customer. It can be accessed here: <https://aureon.speedtestcustomer.com>. These tests are heavily dependent on a customer's home network configuration, router, and computers, and therefore do not reflect the performance of the Colo Telephone Company network only.

## Your Internet "#\$%&'#!" (##)\*!

Colo Telephone Company provides residential and commercial customers with a variety of high speed Internet plans from which to choose, ranging from our initial tier (with download speeds up to 250 megabits per second ("Mbps"), and upload speeds up to 250 Mbps per second ("Mbps")) to our top tier (with download speeds up to 1 Giga bps, and upload speeds to Giga bps). Colo Telephone Company engineers its network to ensure that its customers can enjoy the speeds to which they subscribe. However, Colo Telephone Company does not guarantee that a customer will actually achieve those speeds at all times. Without purchasing an expensive, dedicated Internet connection, no Internet Service Provider ("ISP") can guarantee a particular speed at all times to a customer. Colo Telephone Company advertises its speeds as "up to" a specific level based on the tier of service to which a customer subscribes.

The "actual" speed that a customer will experience while using the Internet depends upon a variety of conditions, many of which are beyond the control of an ISP such as Colo Telephone Company. These conditions include:

- !" **Performance of a #\$(\*) computer**, -.#/\$0-.1,-&,(21)3,4\*'#)%%- .1,#2425-/&63,-&,'4)\*2&-.1,%6& (3,&7),. \$(5)\*,'8 244/-#2&-'.%,\$. -.1,%- (\$/&2.) '\$%/63,2.0,&7),4\*)%#.#,'8,2.6,2092\*),2.0:-\*\$%#)%"
- ;" **Type of connection between a customer's computer and router.** <\*,)=2(4/3,9-\*)/)%#,#'..)#&-'%. ,(26,5),%/9)\* &72,-0-\*)#&,#'..)#&-'%. ,-&' ,2,\*'\$&)\*,'\* ,('0( ,>\*)/)%#,'..)#&-'%. ,2/%' , (26,5),%\$5)\*#& ,&' ,1\*)2&)\* ,8/\$#&2&-'.%3 -.&)\*8)\*#.#),2.0,#' .1)%&-'."
- @" **The distance packets travel (round trip time of packets) 5)&9))** .,2,#\$&(')A%#,'(4\$&)\*,2.0,-&,(8-.2/0)%&- .2&-'. ,'. &7),B.&)\*. )&3,-.#/\$0-.1,&7),. \$(5)\*,2.0,C\$2/&6,'8,&7),.)&9 '\*D%,'8,:2\*-'\$%,'4)\*2&'\*,,-.&7),&2%(-%-' .42&7',E7),B.&)\*. )& -%,2,F.)&9 '\*D,'8,.)&9 '\*D'F,G,#\$&(')A%#,'..)#&-'..,(26,&2:)\*%,&7),.)&9 '\*D%,'8,(\$/&4/),4\*':-0)\*%,5)8\*'),\* )2#7-.1 -&,(0)%&- .2&-'.3,2.0,&7)/-(-&2&-'.%,'8,&7'%) ,.)&9 '\*D%,9-//,('%'&/-D)/6,288)#&,&7),' :)\*2//,%4)0,'8,&72&B.&)\*. )&,#'..)#&-'."
- H" **Congestion or high usage levels at the website or destination**,B8,2/2\*1),. \$(5)\*,'8,:-%&'\*,\*2\*),2##)%%- .1,2,%&-,'\* 42\*&-#\$/2\*,0)%&- .2&-'. ,2&,&7),%2( )&3,6'\$\*#,'..)#&-'..,9-//,5),288)#&,(0,-&,&7),%&-),\* ,0)%&- .2&-'. ,0'\*)% ,.'& ,72:,%\$88-#-).& #242#-&6,&)\*% :),2//,'8,&7),:-%&'\*,\* ,88-#-).&/6"
- 5. **Gating of speeds or access by the website or destination**,B., '\*0)\*&' ,#'.&\*' /,&\*288-#,'\*,4)\*8\*'(2.#)3, (2.6,9)5)%&- /-(-&,&7),%4)0)% ,2& ,97-#7,2,:-%&'\*,\* ,#2.,0'9.'/20,8\*'( ,&7)\*%&-& ,E7'%) /-(-&2&-'.% ,9-//,#2\*\*6,&7\*\$17,&' ,2,#\$&(')A%# #'..)#&-'."
- I" **The performance of the router you have installed.** J '\$&)\*,4)\*8\*'(2.#), (26,0)1\*20),' :)\*&- ( )3,2.0,#)\*2-.,\*\$&)\*% 2\*),. ,& ,#2425/),'8,72.0/- .1,7-17)\* ,%4)0)%"

This is the reason that Colo Telephone Company, like all other ISPs, advertises speeds as "up to" a particular level, and does not guarantee them.

There are other speed tests that measure Internet performance. We have provided links to a few of these sites below for your reference. Please note, however, that all speed tests have biases and flaws. Each of these tests measures limited aspects of an ISP's speed and therefore must be seen as a guide rather than definitive measurements of performance.

<http://www.speedtest.net>

<https://www.speedcheck.org>

<https://aureon.speedtestcustomer.com>

Colo Telephone Company does not use network practices such as Blocking, Throttling, Affiliated Prioritization or Paid Prioritization.

## Latency

Latency is another measurement 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 points of transmission, but also can be affected by the quality of the network or networks used in transmission. Latency is typically measured in milliseconds, and generally has no significant impact on typical everyday Internet usage. As latency varies based on any number of factors, most importantly the distance between a customer's computer and the ultimate Internet destination (as well as the number and variety of networks your packets cross), it is not possible to provide customers with a single figure that will define latency as part of a user experience.

## Congestion Management

Colo Telephone Company does not implement any congestion management techniques. Colo Telephone Company operates our network to accommodate the necessary traffic requirements. In the event of congestion, all traffic is classified as best effort.

Our congestion management approach will change over time, as we continue to study and enhance our practices and as new technologies emerge. In the meantime, we will continue to invest in our network in accordance with our normal course of business operations, which includes installing technology that will increase the speed and capacity of our services.

## Content, Applications, Service and Device Providers

As a full service Internet Service Provider, Colo Telephone Company delivers a variety of Internet-based applications. These include:

- Voice over Internet Protocol (VoIP)
- Email

Colo Telephone Company does not discriminate any customer traffic. Colo Telephone Company utilizes the network management techniques that are equal and standard across all user applications. We do not modify our network to make our directly served applications perform better than applications a user would access over the general Internet. For example, Colo Telephone Company does not manipulate our network to perform better for customers accessing Colo Telephone Company email servers versus Colo Telephone Company customers accessing Google's gmail.

The network management practices employed by Colo Telephone Company do not differ between our directly offered applications to those general applications offered over the Internet.

## **Security Measures**

In the event of Denial of Service (DoS), Distributed Denial of Service (DDoS) attack, spoofing or other malicious traffic, Colo Telephone Company will implement inbound and outbound filtering on specific hosts. These actions will be performed to ensure reliability and availability of the Colo Telephone Company Network. These actions will not be utilized for normal Internet applications and traffic.

NOTE: AUREON may perform this action on behalf of Colo Telephone Company on equipment that is managed by AUREON.

## **Privacy Policy**

Colo Telephone Company has provided this privacy statement in order to demonstrate our firm commitment to your privacy. The following policy discloses our information gathering and dissemination practices for Colo Telephone Company.

## **Information**

Colo Telephone Company is the sole owner of the information collected on its website.

## **Viewer Privacy**

Colo Telephone Company does not collect personal information such as names, e-mail addresses, postal addresses, or telephone numbers. Since we do not collect any personal information on this Web site, we do not share any personal information with any third parties nor do we use any personal information for any purposes.

## **IP Addresses**

As noted above, we do not collect any personal information on this Web site. We do, however, collect and store information about your Internet connection when you visit our Web site to read or download information, such as reports, news, etc. We use this information to track Web site use, measure site traffic, and improve site navigation and information. We collect information that identifies:

- The name of the domain you access the Internet with.
- The type of web browsing software you use to view our site.
- The date and time of your access.
- The platform you are using (i.e. Windows, Macintosh or Unix).

This information is never sold, given or disclosed to third parties. This information is used internally to administer our web site, provide better services to the public, and provide aggregate traffic statistics to Colo Telephone Company staff. No personal information is collected.

## Hyperlinks

Additionally, this site contains links to other sites. Colo Telephone Company is not responsible for the privacy practices or the content of such Web sites unless operated directly by Colo Telephone Company. We encourage you to note when you leave our website and read the privacy statements of each website that collects personally identifiable information.

## Acceptance and Jurisdiction

By using this service, you agree that you have read, understand and will abide, and be bound, by the terms of this Web Site Privacy and Policies ("Terms"). If you do not agree to these Terms, please do not use the Colo Telephone Company web site. These Terms shall be governed in all respects in accordance with the laws of the State of Iowa without regard to the conflict or choice of law rules thereof. Courts sitting in the State of Iowa, federal and state, shall have exclusive jurisdiction over any dispute arising hereunder.

Colo Telephone Company reserves the right to change, modify or update this statement at any time without notice.

## Contacting Colo Telephone Company

If you have any questions about this privacy statement, the practices of this site, or your dealings with Colo Telephone Company, you may contact us at the following:

Colo Telephone Company  
303 Main Street  
P.O. Box 315  
Colo, Iowa 50056  
Phone: 641-377-2202  
Fax: 641-377-2209