

**Ganado Telephone Company, Inc. and YK Communications, Ltd.**  
**(collectively d/b/a YK Communications)**  
**Updated February 26, 2020**

## **Internet Transparency Statement**

Ganado Telephone Company, Inc. and YK Communications, Ltd. (collectively the “Company”) are committed to providing broadband Internet access services in a manner that fosters an open and robust public Internet. Subject to reasonable network management practices, in providing broadband Internet access service (“BIAS” or “Internet Service”), Company will not: (1) block lawful content, applications, or services; (2) block or restrict end users from connecting and using any lawful device of their choosing (provided such device does not harm the network, and conforms to widely accepted and publicly available standards applicable to the service); or, (3) unreasonably discriminate in transmitting lawful network traffic. Company does not engage in throttling, paid prioritization or affiliated prioritization.

## **Network Management**

Like other Internet service providers, Company manages its network to protect the security, integrity and reliability of the network, such as to address spam, viruses and malicious content. To do so, Company uses generally accepted industry standard tools. Company does not modify the protocols of these industry standard tools.

Although our networks provide substantial capacity, they are not unlimited, and at times of high use, our networks may experience congestion. Company does not actively manage congestion on its broadband networks at this time, but congestion management may be inherent in the industry standard protocols used to operate these networks.

Such management is "protocol-agnostic," which means that the network does not manage congestion based on the applications that customers are using. This management is designed to ensure that no one user is denied access to network resources even during periods of congestion.

## **Network Performance**

Company provides BIAS over a combination of fiber-optic cable, satellite, and copper facilities using digital subscriber line (“DSL”) technology. The particular technology for your service will be based upon what is available in your geographic area. Company’s Internet Service may be suitable for real-time applications such as VoIP. The suitability for real-time applications depends on the speed purchased, bandwidth required for the application, and time of day usage of the application.

Company’s fiber-optic cable and DSL Internet Service is offered at speeds posted at [www.ykc.com](http://www.ykc.com). Company has confirmed these speeds and latency ranges with internal testing. When you order the Company’s Internet Service, the service we will quote you is based on the connection speeds that are available at your address. We are continually upgrading our network,

but our quoted speed is based on the characteristics of the relevant network facilities at the time you order. We confirm your speed at the time of installation.

The actual speed you experience will vary. During most periods, you can generally expect actual delivered speed ranging from 80% to 100% of the advertised speed purchased. This speed is measured based on the service provided between the outside network interface device and the first equipment to which the line connects. The percentage will vary depending on the amount of bandwidth our network uses in delivering service to you, as well as other factors outside of Company facilities control, such as customer location, the quality of the inside wiring within the home, the web sites accessed by the customer, usage of the network during peak periods of the day, and the customer's equipment within the premise.

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. However, Company strives to maintain its network such that customers can achieve a roundtrip latency of less than 100 milliseconds to most general Internet sites for fiber Internet and DSL Internet.

Once service is installed, customers can also determine the throughput of their Internet Service via Company's speed test server available at <http://ykc.speedtestcustom.com/>.

For information about the speeds and latency of Viasat's satellite Internet service, please visit the Viasat website at [www.viasat.com](http://www.viasat.com).

### **Pricing and Terms and Conditions of Service**

Information about Company's BIAS pricing, Terms and Conditions of Service, Privacy Policy, and Acceptable Use Policy, is available at <https://www.ykc.com>.

If you have questions or concerns about our open Internet policies or how we manage our network, please contact us at 361-771-3334.

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