



ConnectAnza Open Internet Transparency Disclosures

Federal Communications Commission (FCC) rules require providers of broadband Internet access service to publicly disclose accurate information about its broadband Internet access services sufficient for consumers to make informed choices regarding use of such services and for content, application, service, and device providers to develop, market, and maintain Internet offerings. The disclosures in this document are made with respect to ConnectAnza's Broadband Service which is offered on a standardized basis to residential customers, small businesses, and other end-user customers such as schools and libraries. The disclosures do not apply to other services ConnectAnza may offer.

Use of ConnectAnza's Broadband Services is governed by various service terms and conditions, including ConnectAnza's Customer Agreement, Privacy Policy, and Acceptable Use Policy, and nothing in this disclosure serves to change our customers' rights and obligations, or ConnectAnza's, under those documents. The descriptions in this disclosure are provided for informational purposes only. We will provide updates and revisions to this disclosure document as needed from time to time. Updated information can always be found by visiting ConnectAnza's website at www.connectanza.org.

1. ConnectAnza does not block lawful content, applications, services, or non-harmful devices.
2. ConnectAnza does not impair or degrade lawful Internet traffic on the basis of Internet content, application, or service, or use of a non-harmful device.
3. ConnectAnza does not engage in paid prioritization. The FCC defines "paid prioritization" as the management of a broadband provider's network to directly or indirectly favor some traffic over other traffic, including through use of techniques such as traffic shaping, prioritization, resource reservation, or other forms of preferential traffic management, either (1) In exchange for consideration from a third party, or (2) to benefit an affiliated entity.
4. ConnectAnza does not unreasonably interfere with or unreasonably disadvantage end users' ability to select, access, and use Broadband Service or the lawful Internet content, applications, services, or devices of their choice, or edge providers' ability to make lawful content, applications, services, or devices available to end users.
5. There are no usage caps applicable to ConnectAnza's Broadband Services and ConnectAnza does not affirmatively manage congestion on the network. If ConnectAnza's network were to experience significant congestion, it may apply traffic management practices to give priority to traffic required for the network as a whole to continue to function and to give priority to VOIP Services. We reserve the right at any time to take action to protect the integrity and normal operation of our networks and to safeguard our customers from Internet threats, including fraud and other forms of abuse. Online activity that violates our Customer Agreement or our Acceptable Use Policy or otherwise is targeted at or threatens to undermine the integrity or normal operation of our networks or services, or the security of our networks or our customers, may result in suspension or termination of Broadband Service.
6. We currently offer two levels of Broadband Service: Residential (up to 50 X 50 Mbps) for \$49 per month, and Business (up to 100 x 100 Mbps) for \$69 per month. Both are offered on a month-to-month basis with no early termination fees. Bandwidth is provided on a per-line (not a per-device) basis. Actual speeds of the Broadband Service may vary based on network or Internet congestion, your computer configuration, the condition of the wiring inside your location, among other factors.

7. ConnectAnza offers VOIP Services over the same network that delivers Broadband Services. As noted above, ConnectAnza currently deals with potential network congestion primarily by monitoring network usage, and if its network were to experience significant congestion, the provision of VOIP Service would be given priority. However, ConnectAnza's provision of VOIP Service generally does not adversely impact its provision of Broadband Services.

8. Please direct any questions or concerns about ConnectAnza's Broadband Services or regarding any of the information set forth in its policies by sending an email to info@connectanza.org or calling us at 951-763-4333.