

Midwest Telecom of America, Inc.

Broadband Internet Disclosure

Midwest Telecom of America, Inc. (hereinafter “MTA or “Company”) endeavors to provide customers and prospective customers with information about our services so they can make informed choices about our services and determine whether our services will meet their needs. MTA hereby provides the following policies regarding network management practices, performance characteristics and commercial terms for Company’s current and prospective customers.

Commitment:

Company endeavors to provide Internet connectivity and broadband access service based on network management policies that afford the benefits of the Internet experience to all customers.

Service Description:

Company directly offers broadband services directly to business and consumer customers in select markets. Pricing for direct Internet connectivity to business customers is determined on an individual case basis and is fully and completely described in applicable MTA Commercial Service Agreement. Pricing for direct Internet connectivity to consumers can be found at www.pickmta.com/terms-and-conditions.html.

Network Management Practices:

The network management techniques employed by Company do not target specific usages or applications and instead focus in a content-neutral manner on bandwidth usage in real time, with the goal of providing reasonable and equitable access to the network for all similarly situated customers.

Blocking:

Company does not block or prevent end users from accessing any lawful content, applications, services, or non harmful devices.

Throttling:

Company does not degrade access to any lawful internet traffic on the basis of user, service, content, or application.

Paid Prioritization:

Company does not directly or indirectly favor some types of traffic over other types of traffic. Company does not offer or provide prioritization of traffic in exchange for monetary or other forms of compensation.

Affiliated Prioritization:

Company does not directly or indirectly favor some traffic over other traffic to benefit an affiliate.

Congestion Management:

Company does not implement congestion management techniques. Company engineers and operates the network to accommodate the necessary traffic requirement, with capacity and redundancy designed to address peak traffic levels in the case of a partial network outage. Company endeavors to ensure that any organization, institution, or entity connected, directly or indirectly, to Company's network may exercise choice in lawful Internet content, web-based application and including any device that is not harmful to the network.

Content, Applications, Service and Device Providers:

Company does not discriminate against any customer traffic. More specifically the Company does not block access to or discriminate against any lawful web site, application or service. MTA does not slow, degrade, or throttle one type of use over another.

Security:

Company undertakes no obligation to monitor or protect customer traffic from spam, viruses, denial of service attacks or other malicious, unlawful or unwarranted activities. Company does not guarantee that it can protect customer from any or all security breaches. The customer is using the Internet service at its own risk.

Application Specific Behavior:

Company does not block or rate-control specific protocols or protocol ports other than to prevent malicious attacks, and does not favor or limit applications or classes of applications.

Device Attachment Rules:

Company does not adhere to a specific set of device attachment rules. To the extent that a device can be lawfully used and not harmful to the MTA network, the Company will permit its use. Fixed wireless internet customers must use an MTA owned and installed subscriber unit as a condition of receiving the service.

Performance Characteristics

Company offers and provides two “flavors” of service. SLA service is subject to service level guarantees for packet performance, latency, jitter and service availability and is more fully described at http://www.pickmta.com/pdf/38783_REV_2015_On-Net_Data_Service_Addendum.pdf. Non SLA service is subject to “best effort” performance characteristics and the Company does not guarantee any particular speed will be continuously available, nor does the Company warrant any particular level of consistent latency or packet performance.

Commercial Terms:

Company directly offers broadband services directly to business and consumer customers in select markets. Pricing for direct Internet connectivity to business customers is determined on an individual case basis and is fully and completely described in applicable MTA Commercial Service Agreement. Pricing for direct Internet connectivity to consumers can be found at www.pickmta.com/terms-and-conditions.html.

Privacy Policy:

MTA respects our customer’s privacy and as such has developed this privacy policy so customers may understand how we collect, use, communicate, disclose and otherwise make use of customer information. We have outlined our privacy policy below.

- MTA collects customer information by lawful and fair means and only with the knowledge or consent of the individual concerned.
- MTA will identify the purposes for which information is being collected.
- We will collect and use personal information solely for fulfilling those purposes specified by us and not for other ancillary purposes, unless we obtain the consent of the individual concerned or as required by law.
- MTA will protect personal information by using reasonable security safeguards against loss or theft, as well as unauthorized access, disclosure, copying, use or modification.
- MTA will not disseminate customer information to any third party for any reason.
- MTA does not gather, track, store, or review information regarding our customer’s browsing habits or lawful internet use.

Other Matters:

Other terms and conditions of use of Company services are found in each specific Company's Business or Residential Conditions of Use, posted on our website at www.pickmta.com/terms-and-conditions.html. The terms of our broadband Internet access services are subject to change and the information provided in this disclosure statement is not intended to supersede or modify any of the terms and conditions of service as applicable to a particular customer.