Brazos – Open Internet Disclosures

Network Management Practices

- *No Blocking, Throttling, Affiliated Prioritization, or Paid Prioritization:* Brazos does not block lawful content, applications, services, or non-harmful devices, subject to reasonable network management. Brazos does not unreasonably discriminate in transmitting lawful network traffic over its broadband internet access service. Brazos also does not directly or indirectly favor some traffic over other traffic, including through use of techniques such as traffic shaping, prioritization, or resource reservation, in exchange for consideration, monetary or otherwise.

- *Congestion Management.* Brazos' data network has redundant data backbone facilities and equipment that instantaneously re-routes traffic in the event of a cable cut or other outage. We monitor our network's performance around the clock. We measure capacity utilization at each routing and switching node within our network. When peak utilization consistently exceeds 75% of capacity at a node, we augment capacity to prevent customers from experiencing blockages. Although we do not dedicate capacity to individual customers utilizing our retail Internet access products, as that would be highly inefficient, we manage our data network capacity to avoid blockages. Because our network design and build strategy is aimed at avoiding blockages, it is unnecessary to have data traffic management policies for those rare instances when peak utilization exceeds capacity.

- *Application-Specific Behavior.* Brazos Internet does not block P2P traffic or specific applications (i.e., BitTorrent, Gnutella, or others) as part of its current network congestion management practice.

- *Device Attachment Rules.* Customers may use devices of their choice (PC, smartphones, tablets, smart TV, etc.) to connect to Brazos internet access service via the wiring at their home or business premises, or via Wi-Fi connected to their broadband internet access service (connection options vary based on device capabilities). Customers may not use or run dedicated, stand-alone equipment or servers from their service location to provide network content or any other services to anyone outside of the customer's service location, Examples of prohibited equipment and servers include, but are not limited to, email servers, Web hosting servers, file sharing, and proxy services and servers.

- *Security.* Brazos contracts with a third party contractor with expertise in network management who uses various tools and techniques and advises and assists Brazos in managing its network. These tools and techniques are dynamic, like the network and its usage, and can and do change frequently. These activities may include (i) identifying spam and preventing its delivery to customer email accounts; (ii) detecting malicious Internet traffic and preventing the distribution of viruses or other harmful code or content; and (iii) using other tools and techniques that Brazos may be required to implement in order to meet its goal of protecting its network and delivering the best possible Internet experience to all of its customers.

Performance Characteristics

- Brazos offers Internet access over DSL with speeds of 10/2 Mbps to 25/3 Mbps, and Internet access over fiber optic cable with speeds of 25/25 Mbps to 1Gb/100 Mbps. These speeds are suitable for real-time applications such as web-surfing, gaming, and streaming music or video content. While Brazos strives to provide optimal performance, specific performance levels (such as speed, latency or packet loss) are not guaranteed. Performance levels can be affected by several factors, including the number of devices connected at a customer's location and network conditions.

  Commercial Terms

  Monthly prices for DSL Internet are available at https://www.brazosnet.com/data/internet-plans/ and monthly prices for Fiber Fast Internet are available at https://www.brazosnet.com/internet-plans/. Prices do not include applicable taxes. Not all speeds and services are available in all areas. There is no contract or phone line required for Internet services.

- ***Internet Customer Privacy Policy***
  Protecting your privacy is important to us. We hope the following statement will help you understand how Brazos Communications collects, uses, and safeguards the personal information you provide on our web site.

  Information Collection
  When you browse the Brazos Communications web site, you do so anonymously. Personal information — including your E-mail address — is not collected. Your IP address (the Internet address of your computer) is logged to give us an idea of which parts of our web site you are visiting and how much time you spend there. We do not link your IP address to anything personally identifiable. The only other information automatically provided to us is the type of computer and operating system you are using. This information is supplied to us by your browser.

  There are times that we may request that you voluntarily supply us with personal information, including your E-mail address and possibly your postal address, for purposes such as correspondence, site registration, free gifts, making a purchase, or product registration. We do not share our email database or any of your personal information with any company outside our organization.

  Like many other commercial web sites, the Brazos Communications web site may utilize a standard technology called a "cookie" to collect information about how the site is used.

- ***Where to go for assistance***
  If you have questions and/or concerns regarding your Brazos Internet access service, please call us at 1-800-687-3222.