

OPEN INTERNET POLICY

BCT adopts this Open Internet Policy to promote the Internet as an open platform enabling member choice, freedom of expression, end-user control, competition, and the freedom to innovate without permission.

No Unreasonable Discrimination: BCT does not unreasonably discriminate in transmitting lawful network traffic over a member's broadband Internet access service, subject to reasonable network management. Reasonable network management practices are set out below.

BCT does not:

- Discriminate among specific uses, or class of uses, of its network
- Impair, degrade or delay VoIP applications or services that compete with its voice services or those of its affiliates
- Impair, degrade, delay or otherwise inhibit access by members to lawful content, applications, services or non-harmful devices
- Impair free expression by actions such as slowing traffic from particular web sites or blogs
- Demand pay-for-priority or similar arrangements that directly or indirectly favor some traffic over other traffic
- Prioritize its own application, services or devices or those of its affiliates

No Blocking: BCT does not block lawful content, applications, services, or non-harmful devices, subject to reasonable network management. Network management practices are set forth below.

NETWORK MANAGEMENT PRACTICES

BCT manages its network to provide the best service possible to its members. BCT cannot guarantee that it can prevent spam, viruses, security attacks, network congestion and other actions which can affect service, but does use various filters, monitoring efforts and other measures to minimize the effects of spam, viruses, security attacks, network congestion and other actions which can affect the service provided to members.

Congestion Management: BCT has not experienced substantial problems with congestion. However, it may be possible that there are congestion events that may occur in the future, particularly as it may be related to the service capacity from third parties used by BCT to provide the member with access to the world. Such service capacity is outside the control of BCT.

Where feasible, BCT will address congestion issues through improvements to its network or the capacity purchased from other providers needed to connect to the outside world. Such processes take time to implement and may not be feasible in all situations. Therefore, BCT reserves the right to monitor bandwidth consumption at various network points including the member interface into the network for the purpose of identifying sources of congestion and identify which member accounts are using the greatest amount of bandwidth during periods of heavy congestion and to work to provide solutions to address those issues.

When bandwidth congestion consistently exceeds 50 percent of capacity on a single core network interface that serves multiple members, actions will be taken to increase the interface capacity.

Congestion issues on a single member interface will be dealt with through a member trouble ticket reporting process. BCT will, to the best of its ability, attempt to identify and remedy the source of congestion through interaction with the member experiencing the congestion and or the member that BCT identifies as being the cause of the congestion.

If a preferred solution cannot be worked out with the member or members, BCT reserves the right to manage the Internet traffic of high volume members during periods of significant congestion. This means that the affected members will still be able to access the Internet and engage in activities that they desire, but during certain periods of time they may experience conditions such as longer times to download or upload files, slower access and slower movements during online game playing. It is expected that any periods of traffic management due to congestion will be brief and infrequent.

Use of Network: In no case will BCT discriminate among members on the basis of the type of content, applications, services or devices which the member uses.

Application-Specific Behavior: Members may use any lawful and commercially available application which they desire. BCT does not normally monitor the contents of the traffic or applications of the members and undertakes no obligation to monitor or investigate the lawfulness of any specific application used by a member. BCT does not block or rate-control specific protocols or protocol parts. BCT does not modify protocol fields in a manner not prescribed by the protocol standard. BCT does not inhibit or favor certain applications or classes

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of applications. BCT will only take steps regarding an application-specific behavior by a member if there is a reasonable belief that the application will cause harm to BCT's network or is unlawful, including but not limited to, violating intellectual property rights.

Devices: A member may use any lawful, compatible type-accepted and commercially available device which they desire on the network provided by BCT, as long as such device does not harm the network and is not unlawful.

Security: BCT undertakes no obligation to monitor or protect member traffic from spam, viruses, denial of service attacks or other malicious, unlawful or unwarranted activities. Members are cautioned to purchase their own spam filtering and antivirus software from commercial vendors to meet their needs. However, a member that is subject to spam, virus, denial of service attack or similar malicious, unlawful or unwarranted activities is urged to contact BCT as soon as possible. BCT will work with the member on how the member can take appropriate and economically reasonable efforts to address the matter.

Other Matters: BCT does not guarantee that it can protect members from any or all security breaches. The member is using this service at its own risk.

PERFORMANCE CHARACTERISTICS

BCT utilizes Asynchronous Digital Subscriber Line (ADSL) facilities to deliver broadband service to the member premise. Modem train-up speeds are set to a higher value than the service being provided to facilitate both user broadband traffic and modem overhead management communications with the Digital Subscriber Line Access Multiplexer (DSLAM) equipment. Modem train-up speeds that are performing properly will not adversely affect user generated broadband traffic. Similar practices are applied when the broadband service is being delivered over a Fiber-To-The-Premise (FTTP) facility.

Packet congestion at the member interface into the network, DSLAM, and or core network will impact actual access speeds experienced by the member. Typical expected access speeds will range from 50 to 80% of the ordered service speeds and can fall below or exceed expectations depending on time-of-day (i.e. peak traffic periods), capacity, local or distant network congestion, general network or host device latency events, and congestion of transport facilities purchased by BCT from third party providers. BCT cannot guarantee that it will be able to obtain capacity from these third party providers at commercially reasonable prices if and when additional third party capacity is needed to reach Internet nodes.

BCT's ability to deliver the speeds set forth above may be affected by significant use of specialized services such as Internet-based video services. This is a growing area and its effect on BCT's ability to provide service at the speeds listed above are unknown at this time.

TERMS OF SERVICE

Other terms and conditions for use are found at www.bctelco.com in the Broadband Services section.

COMPLAINTS

If a member has a complaint about the service, they are urged to contact BCT's business office at 503-632-3113. A member always has the right to file a complaint with the Federal Communications Commission at www.fcc.gov.

RESERVATION OF RIGHTS/AMENDMENTS

In the event of any conflict between material found on other links on BCT's web site and this Open Internet Policy, the more specific terms at the other links shall control.

BCT may modify this Policy and other policies it has linked for the member from time to time at its discretion. Notice of such changes will be posted on this web site. However, individual notice to members, content providers, application providers, service providers or device providers by any means whatsoever shall not be provided unless specifically required to by federal or state law. Notice of changes will be provided in advance normally upon a thirty day basis. However, BCT reserves the right to use a shorter notice period when circumstances so warrant.

PRIVACY

BCT's privacy policy can be found at www.bctelco.com in the Member Information section. As a general statement, BCT does not usually entail inspection of network traffic. BCT does retain and store certain traffic information for time periods required by federal and state law, including, but not limited to, the identity of the member using a particular IP address during a specific period of time. BCT does assist law enforcement and provides traffic information that it may have available to it when requested pursuant to the Communications Assistance for Law Enforcement Act, the Foreign Intelligence Surveillance Act and other applicable national and state security and criminal statutes.

BCT DOES NOT COLLECT, STORE OR USE TRAFFIC INFORMATION TO PROFILE ITS MEMBERS IN ORDER TO SELL ADDITIONAL SERVICES TO THEM OR FOR NON-NETWORK MANAGEMENT PURPOSES.