

MAHASKA COMMUNICATION GROUP OPEN INTERNET TRANSPARENCY DISCLOSURE STATEMENT

The Federal Communications Commission ("FCC") requires broadband Internet providers, like MCG, publish the following information regarding our mass-market retail broadband Internet access services, which the FCC defines as "a service marketed and sold on a standardized basis to residential customers, small businesses and other end-user customers such as schools and libraries." This document provides information regarding any network management practices that we employ, the performance characteristics of our services, and the commercial terms of our service offerings. These disclosures relate solely to that portion of our overall network devoted to providing mass-market retail broadband Internet access service and are intended to be relied upon by current and prospective subscribers to that service as well as by the providers of "edge" products (i.e., providers of applications, devices, services, and content accessed over or connected to MCG's broadband Internet access service).

Other portions of our network may be used to provide video service, phone service, or other information or specialized services, each of which is subject to its own terms and conditions of service. In addition, MCG may enter into arrangements to provide Internet service to third party establishments (such as coffee shops, bookstores, hotels, libraries, etc.) who then may offer such service to their customers, guests, or others. Nothing herein is intended to address the network management practices, performance characteristics, or commercial terms that may be adopted by such third party premises operators in connection with their provision of Internet service to others.

The information provided herein may be revised from time to time as MCG deems appropriate. In addition, the following disclosures should be read in conjunction with MCG's "Acceptable Use Policy" ("AUP"), available online at www.mahaska.org and with our "Service Agreement Terms and Conditions", "Terms of Use" and "Online Privacy Policy". These may also be obtained by calling (641)676-1000 or by visiting our office at 210 South D Street, Oskaloosa, IA. For further information regarding the services offered by MCG in your area, please see www.mahaska.org

NETWORK PRACTICES:

Blocking: MCG does not practice network management that blocks or otherwise prevents end user access to lawful content, applications, service, or non-harmful devices.

Throttling: MCG does not practice network management that degrades or impairs access to lawful Internet traffic on the basis of content, application, service, user, or use of a non-harmful device

Affiliated and Paid Prioritization: MCG does not practice either affiliated or paid prioritization that directly or indirectly favors some traffic over other traffic, and does not incorporate the use of such techniques as traffic shaping, prioritization, or resource reservation, to benefit an affiliate or in exchange for consideration, monetary or otherwise

Congestion Management: The bandwidth and network resources used to deliver broadband Internet access service are limited and shared among users. The FCC allows broadband Internet access service providers such as MCG to engage in "reasonable network management practices" to ensure that our customers enjoy a high quality online experience. The use of network management tools and techniques to conserve bandwidth may cause certain users to notice slower Internet performance, such as longer download and upload times or slower responses while surfing the Internet or playing games. The effects of network management typically will be noticeable only for a brief period of time, if at all.

At the present time, MCG has not found it necessary to deploy any network management tools specifically designed to address the effects of network congestion; however, consistent with the FCC's rules, MCG reserves the right to employ the types of "reasonable network management" practices commonly used in the industry to protect consumers from activity that can unreasonably burden our network and cause service degradation. If and when we deploy specific network congestion management tools, we will update this disclosure statement accordingly.

Usage Allowances: MCG does not practice any data usage allowance policies that limits data usage of an account. However, MCG reserves the right to manage network usage to ensure that the activity of a small number of subscribers at a particular point in time does not degrade, inhibit or interfere with the use of our network by others.

Please see our Acceptable Use Policy ("AUP") at www.mahaska.org for more information regarding customer use of MCG's Internet access service.

Application-Specific Behavior: MCG does not discriminate against, prevent or block users of its broadband Internet access service from sending and receiving the lawful content of their choice; running lawful applications and using lawful services of their choice; or connecting their choice of legal devices, provided that such applications and services do not harm the network or the provision of broadband Internet access service, facilitate theft of service, or harm other users of the service. Similarly, MCG does not impair or degrade particular content, applications, services or non-harmful devices so as to render them effectively unusable, subject to the reasonable network management practices outlined herein.

MCG reserves the right, in accordance with applicable law, to employ reasonable network management practices to prevent certain harmful or illegal activity such as the distribution of viruses or other malicious code or the transfer of child pornography or other unlawful content.

Device Attachment Rules: MCG broadband Internet access service customers can either lease a router from MCG or purchase their own router at retail. Customers who choose to purchase the router are required to use router capable achieving the speed and other features and functionalities associated with the particular tier of service a customer has purchased.

Security: MCG employs certain practices to protect the security of our customers and network from unwanted and harmful activities. These include practices designed to protect our servers against Denial of Service attacks and to prevent viruses, worms, spyware, spam and identity theft. In order to ensure the effectiveness of our security practices, we do not publicly disclose specific information detailing the levels and types of activities that may trigger our deployment of security protection measures. When security measures are employed, they may affect performance characteristics of service or the ability to access certain suspicious websites, but such measures are employed in a manner designed to have non-discriminatory impact on all similarly-situated customers.

PERFORMANCE CHARACTERISTICS:

Service Description: MCG provides what is known as a "fixed broadband" Internet access service that is designed to provide the capability to transmit data to and receive data from all or substantially all Internet end points. MCG offers multiple packages (or "tiers") of broadband Internet access service for residential or commercial use with varying speeds, features and bandwidth usage allowances that may affect the suitability of such service for real-time applications. The features, pricing and other commercial terms of our service offerings are modified from time to time, and not all packages are available in all areas. Each package is priced to reflect the particular speed, features and bandwidth usage allowances of that package. Full descriptions of currently available packages, including pricing information and information about the suitability of particular packages for particular online activities can be found on the MCG's website at www.mahaska.org.

Performance Metrics: The FCC requires that we disclose information regarding the actual upstream and downstream speeds users can expect to experience with their service. Our advertised speeds are estimates (i.e., "up to" the specified speed) and our Internet access service is provided on a best efforts basis and cannot be guaranteed. The actual speed a subscriber experiences may vary based on a number of factors including, but not limited to (i) variances in network usage; (ii) the capabilities and capacities of the customer's computer and/or local area network (LAN) devices such as wireless routers; (iii) latency (i.e., the time delay in transmitting or receiving packets as impacted in significant part by the distance between points of transmission); (iv) the performance of the content and application providers the consumer is accessing, such as a search engine or video streaming site; and (v) performance characteristics of transmissions over portions of the Internet that are not subject to MCG's control.

Impact of Specialized Services: The FCC's "Open Internet" rules distinguish between our mass market retail broadband Internet access services and "specialized services" that share capacity with our broadband Internet access service over our last-mile facilities. Examples of such "specialized services" may include voice over IP phone ("VoIP") service. Such services, which are not subject to the same rules as our broadband Internet access services, share bandwidth with our Internet access service and because of their nature sometimes receive priority; thus, increased use of our phone service may temporarily impact our broadband Internet access service at particular times. We routinely monitor any such services to minimize their impact on our broadband Internet access service.

COMMERCIAL TERMS:

Pricing: As noted above, MCG offers multiple tiers of broadband Internet access service. The current pricing and other terms and conditions of these tiers can be found at www.mahaska.org or obtained by calling our office at (641)676-1000. The pricing and other commercial 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.

Privacy Policies: Your privacy is very important to us. Personal information you provide to MCG is governed by the MCG's Privacy Policy, which is posted on MCG's Website at www.mahaska.org and is subject to change from time to time. Personal information provided by you to the MCG is used primarily to provide a customized experience as you use our services, and is generally not shared with third parties. MCG reserves the right, as required or permitted by law, to provide account and user information, including email, to third parties and to cooperate with law enforcement authorities in the investigation of any criminal or civil matter. Such cooperation may include, but is not limited to, monitoring of MCG's network consistent with applicable law.

Redress Options: For immediate assistance with issues or complaints involving your broadband Internet access service, please contact our technical support at (641) 676-1100. We have support team members available 24 hours a day, seven days a week. Customers can also email us at support@mahaska.org. Written complaints can also be sent via U.S. mail to: Mahaska Communication Group, PO Box 1038, 210 South D Street, Oskaloosa, IA 52577. The FCC has established procedures for addressing informal and formal complaints relating to its "Open Internet" rules. For information concerning these formal and informal complaint procedures, please refer to the FCC's website at <https://www.fcc.gov/guides/getting-broadband>.