

Internet Transparency Rules

General Service Description:

The Sjoberg's uses a hybrid fiber optic and/ or coaxial (HFC) network that reaches approximately 100 percent of the potential customers in its service areas. The expected access speeds in the HFC portion of the network range from 18 megabits per second ("Mbps") to 100 Mbps, depending upon the actual level of service ordered by the customer. Actual access speeds and time delays(latency) are impacted by the length, capacity and congestion of middle mile transport facilities (between the Company's service area and Internet nodes) as well as the characteristic of the Company's own network. The Company's service is suitable for real-time applications.

Sjoberg's may add, delete, or modify certain practices, performance characteristics, terms and conditions from time to time at its discretion. It will provide clear written notice of these changes on this website, but will not notify customers, content providers, applications providers, service providers or device providers individually of such changes by bill inserts, e-mails, tweets, telephone calls or other direct communications unless specifically required to do so by federal or state authorities. Sjoberg's will provide as much advance notice as practicable of such changes. It will normally endeavor to furnish written notice on this website thirty (30) days before changes become effective but reserves the right to use a shorter notice period when regulatory, operational, technical or other circumstances warrant.

As Sjoberg's makes clear in its advertising and pricing information disclosures, "Actual speeds vary and are not guaranteed." The "actual" speed

that a customer will experience while using the service depends upon a variety of conditions, many of which are beyond the control of Sjoberg's as an Internet Service Provider ("ISP").

Performance

Many of the service and performance characteristics of the Sjoberg's broadband Internet access services are contained in the Service Offering portions of this website. The Company offers different tiers of service at different prices, and changes these from time to time.

The Company manages its network with the goal of providing the best practicable broadband Internet experience to all of its customers. Within the scope of its resources, it attempts to deploy and maintain adequate capacity and facilities within its own network, and to acquire enough middle mile capacity or facilities outside its service area to connect with the Internet. The Company and its staff use their best efforts to monitor, address and minimize (but do not guarantee that they can prevent) the effects of spam, viruses, security attacks, network congestion, and other phenomena that can degrade the service of affected customers.

Impact of Specialized Services

As of November 2018, the specialized services offered have not adversely affected the last-mile capacity available for the Company's broadband Internet access services, or the performance of such services. The Company will monitor this situation and appreciates feedback from its customers.

Impact of Middle Mile Capacity Constraints

The Company must purchase middle mile capacity and/or services from other entities for routes approximately 300 to 400 miles long between the Company's service area and the closest Internet nodes.

Network Management Practices:

Network Management

Sjoberg's manages its network with one goal: to deliver the best possible broadband Internet access service to all its customers. To further this effort, Sjoberg's uses reasonable network management practices that are consistent with industry standards. Sjoberg's uses various tools and techniques to manage its network, deliver its service, and ensure compliance with the Acceptable Use Policy and the Customer Agreement for Residential Services, found on this website. These tools and techniques are dynamic and can and do change frequently. Network management activities may include identifying spam and preventing its delivery to customer email accounts and detecting malicious Internet traffic and preventing the distribution of, or inadvertent access to, malware, phishing, viruses, or other harmful code or content.

As the Internet and its related technologies continue to evolve, Sjoberg's network management tools will also keep pace so we can deliver an excellent, reliable, and safe experience to all of our customers. We will provide updates here as well as other locations if we make significant changes to our network management techniques.

Sjoberg's currently does not maintain a separate system to assist with managing times of congestion. As our network technologies and usage of the network continue to evolve, we reserve the right to implement a new congestion management system if necessary, in the performance of reasonable network management and in order to maintain a good broadband Internet access service experience for our customers. We will provide updates here as well as other locations if a new system is implemented.

Pricing

Pricing, speeds and equipment option information is available on this website under Internet.

Data Usage Plans

Sjoberg's has deployed flexible data usage management approaches that provide its customers with choice and control. Under these plans, usage that exceeds a monthly usage threshold is subject to an additional charge. Sjoberg's Data Usage Center on this website provides further information about these data usage plans.

Privacy Policies

As indicated above, Sjoberg's network management practices do not generally entail inspection of network traffic. The Company retains and stores certain traffic information (such as the identity of the customer using a particular IP address during a specific period) for such time as data is useful for network administration or troubleshooting. Such data, as it is available, is made available to local, state, and Federal law enforcement agencies subject to lawfully presented subpoena or court order. The Company retains, stores and provides to law enforcement any traffic information requested pursuant to the procedures of the Communications Assistance for Law Enforcement Act ("CALEA"), the Foreign Intelligence Surveillance Act ("FISA") or other applicable national security or criminal statutes. The Company does not collect, store or use traffic information to profile its customers in order to sell additional services to them, or for similar non-network management purposes. The Company does not sell any personally identifiable customer information with any third party.

Redress Options

Questions and complaints regarding the foregoing matters should be addressed to the Company at 800-828-8808 or Office1@mncable.net. The Company strongly desires to resolve questions, complaints and other problems of its customers and edge service providers in an informal and direct manner that satisfies all interested parties to the greatest extent practicable. Customers and edge service providers that are not able to obtain satisfaction from the Company have the option of invoking the FCC's informal complaint procedures regarding Open Internet Framework dispute resolution.

Other Services on Our Network

Sjoberg's currently provides cable services (using both digital QAM) and voice services to its customers over the same physical network used to deliver Broadband Internet access service to residential and small business customers. Our cable services are not provided over the Internet but are provisioned with

separate service capacity and delivered over separate service flows using Differentiated Service Code Point (“DSCP”) technology, and the voice services are marked for prioritization (to ensure that calls, e.g., 911 calls, go through even in times of congestion). These services are designed to protect the integrity and reliability of the Internet service, which is delivered on a best-efforts basis

Application-Specific Behavior

Sjoberg’s provides its broadband Internet access service customers with full access to all the lawful content, services, and applications that the Internet has to offer. Sjoberg’s does not block or rate-control specific protocols or protocol ports (except to prevent spam, malicious attacks, and identity theft), does not modify protocol fields in ways not prescribed by protocol standards, and does not otherwise inhibit or favor certain applications or classes of applications.

Device Attachment Rules

Many devices are approved to access our broadband Internet access service. In order for a cable modem device to be approved for use on the network, it must pass CableLabs certification, UL certification, and FCC certification, and covering areas like DOCSIS performance, security certification, and integration with Sjoberg’s network and systems. From time to time Sjoberg’s may “end of life” certain cable modem devices or cease permitting those devices to attach to the network for network management and security reasons.

Security

Sjoberg’s employs several practices to help prevent unwanted communications, such as spam, and protect the security of Sjoberg’s customers and network. We limit the number of logins, SMTP, DNS, and DHCP transactions per second (at levels far above “normal” rates) that customers can send to our servers in order to protect them from Denial of Service (DoS) attacks. (We do not disclose exact rate limits in order to maintain the effectiveness of these measures.) In order to further protect our customers, Sjoberg’s blocks a limited number of ports that are commonly used to send spam, launch malicious attacks, or steal a customer’s information.

Network Practices

Sjoberg's fully supports the Net Neutrality principles of Transparency, Nondiscrimination and No Blocking of internet services. We will not block, degrade or throttle legal content, applications, or services on our network. We will not accept payment to prioritize content, services, or applications, nor will we charge interconnection fees to outside content providers such as Netflix. As your local broadband provider, we agree with and support the concept of a free and open internet unfettered by paid pathways or preferential treatment of traffic that favors one party over another. We believe all providers, both ISP's and Edge Providers, should uphold these same commitments.