

Open Internet Principles of Mid-States Services

The Federal Communications Commission issued rules to preserve the Internet as an open platform. These rules went into effect on November 20, 2011 and can be found at this link: <http://www.gpo.gov/fdsys/pkg/FR-2011-09-23/html/2011-24259.htm>. All Internet service providers are required to post information regarding various issues so that consumers, both residential and business, can make informed choices about choosing an Internet service provider. This document contains information regarding our services and in compliance with the FCC's rules. The policies contained herein serve as a supplement to the existing terms of service.

The FCC's rules focus on four primary issues:

- Transparency. Fixed and mobile broadband providers must disclose the network management practices, performance characteristics, and terms and conditions of their broadband services;
- No blocking. Fixed broadband providers may not block lawful content, applications, services, or non-harmful devices; mobile broadband providers may not block lawful Web sites, or block applications that compete with their voice or video telephony services; and
- No unreasonable discrimination. Fixed broadband providers may not unreasonably discriminate in transmitting lawful network traffic.
- Reasonable network management. ISPs may engage in reasonable network management to maintain a high quality of service for broadband Internet access.

Network Practices

ISPs must disclose their network practices, specifically in the four general areas listed below. ISPs may not block lawful content, applications, services, or non-harmful devices, subject to reasonable network management. An ISP may not block consumers from accessing lawful Web sites, subject to reasonable network management; nor shall the ISP block applications that compete with the provider's voice or video telephony services, subject to reasonable network management. ISPs may not unreasonably discriminate in transmitting lawful network traffic over a consumer's broadband Internet access service, although, reasonable network management shall not constitute unreasonable discrimination. The FCC's rules state that a network management practice is reasonable if it is appropriate and tailored to achieving a legitimate network management purpose, taking into account the particular network architecture and technology of the broadband Internet access service.

Congestion Management:

Mid-States Services uses quality of service controls (“QOS”) to separate data types and prioritize them to different levels. For one example, if a customer is using all available bandwidth and starts a VoIP call, the other data can be limited in favor of VoIP.

Application-Specific Behavior:

Mid-States does not block or discriminate among applications.

Device Attachment Rules:

Mid-States does not limit devices attached to our subscriber modules. On Mid-States network, however, the subscriber module must be supplied and installed by its staff.

Security:

Mid-States network is protected by multiple firewalls and with hacker traps.

Performance Characteristics

ISPs must disclose the following network performance characteristics:

Fixed Wireless Service Description:

Mid-States uses 2.4GHz, 5GHz, and 3.65GHz wireless technology to deliver service based on speed packages. Expected speeds average >50% of the purchased Package. Network latency depends on the tower connected to but network average is 70ms and is suitable for VoIP at most locations depending on service and virtual private networks.

Fiber Broadband Service Description

Mid-States Services offer fiber broadband using ADTRAN’s TA5000 and ADTRAN’s family of ONT’s & Routers. Expected speeds average > 80% of the purchased package. Network latency is low and is suitable for all VoIP and VPN services at all locations.

Impact of Specialized Services:

None.

Commercial Terms

ISPs must disclose the commercial terms of its broadband Internet access service including those listed below.

Pricing: Fixed Wireless

Service	Monthly Cost	DL/UP	Usage Cap Limit
1.5Mbps	\$39.95	1.5M/256K	None
3Mbps	\$49.95	3M/512K	None
6Mbps	\$59.95	6M/512K	None

15Mbps	\$79.95	15M/3M	None
25Mbps	\$99.95	25M/5M	None

Mid-States Services offers term contracts for discounted rates for a 1 Year contract we reduce the price by \$14.00 and a \$19.00 discount for a 2 year contract. Contract termination fees are billed at a rate of \$50.00 for early termination plus discount received, or remaining contract balance whichever is lower. Mid-States Services retains ownership of equipment. Equipment must be returned ore there is a \$200.00 fee for equipment.

Pricing: Fiber Broadband

Service	Monthly Cost	DL/UL	Usage Cap
Residential 200	\$49.95	200M/200M	None
Residential 500	\$59.95	500M/500M	None
Residential 1Gbps	\$79.95	1G/1G	None
Residential 2Gbps	\$119.95	2G/2G	None
Whole home WiFi	\$5.95	Required for all fiber accounts	
Entry Business	\$69.95	200M/200M	None
Basic Business	\$89.95	500M/500M	None
Advanced Business	\$129.95	1G/1G	None
Advanced Bus 1Gbps	\$499.95	2G/2G	None

Mid-States Services does not offer contracts for their fiber service it is strictly on a month to month basis and there are no termination fees. Mid-States Services retains ownership of equipment. Equipment must be returned ore there is a \$200.00 fee for equipment.

Pricing: VoIP

Service	Monthly Cost	Usage
Residential Phone	\$29.95	Unlimited minutes US
Business Phone	\$39.95	Unlimited minutes US

Privacy Policies:

Mid-States does not store any customer browsing info unless required by a court order. Mid-States does not inspect network traffic other than when the network is being attacked or compromised.

Redress Options:

Please contact Terry White, Internet Manager to discuss issues and complaints. Our technical and account staff is available for questions during normal business hours.

FCC Notice

If a customer believes that these open Internet rules are not being met, the customer may file an informal complaint at the Federal Communications Commission. The FCC urges customers to submit any complaints via its website at the following address: <http://esupport.fcc.gov/complaints.htm>. Customers may also file a formal complaint at the FCC using Part 76 of the Commission's rules.

Additional Disclaimers

The Open Internet Rules, as adopted, and these Open Internet Principles are not intended to affect, alter or otherwise supersede the legal status of cooperative efforts by broadband Internet Access Service Providers and other service providers that are designed to curtail infringement in response to information provided by rights holders in a manner that is timely, effective, and accommodates the legitimate interests of the company, rights holders, and end users. Furthermore, the FCC's Open Internet Rules, as adopted, and this company's Open Internet Principles do not prohibit the company from making reasonable efforts to address the transfer of unlawful content or unlawful transfers of content. For additional information, please review the Acceptable Use Policy.