

TRIANGLE COMMUNICATIONS

Network Transparency Statement

Triangle Communications, and its subsidiary/affiliate, TCS, (“Triangle” and “We”) provides consumers with accessible, easy-to-understand information about the services we provide to help make informed decisions about what services will best suit their needs. Consistent with this practice, we provide this Network Transparency Statement in accordance with the Federal Communications Commission (“FCC”) requirements to disclose certain network management practices, performance characteristics, and commercial terms. Information about Triangle’s broadband policies and practices is available at www.itstriangle.com (“Triangle Website”).

Network Practices

Triangle will not unjustly or unreasonably discriminate against lawful Internet content, applications, services, or non-harmful devices.

Triangle engages in network management practices that are tailored and appropriate for achieving optimization on the network considering the particular network architecture and technology of its broadband Internet access service. Triangle’s goal is to ensure that all of its customers experience a safe and secure broadband Internet environment that is fast, reliable and affordable. We want our customers to experience all the Internet offers, whether it is social networking, streaming videos, listening to music, or communicating through email and videoconferencing.

Network Management Disclosures

Triangle’s network practices include congestion and security-protocol-management. Such protocols and practices generally will not impact our customers’ user experience. Triangle uses various tools and industry-standard techniques to manage its network to ensure fast, secure, and reliable Internet service. Triangle provides the following overview of its network management practices:

- 1. Blocking:** Triangle does not block or discriminate against lawful content, applications, services, or non-harmful devices. We conduct only reasonable network management. For network protection, large malicious attacks, such as DDoS, are blocked to or from particular IPs until the threat is removed or mitigated to prevent impacting the normal traffic flow of other subscribers.
- 2. Throttling:** Triangle does not throttle, impair, or degrade lawful Internet traffic based on content, application, service, user, or use of a non-harmful device. We engage in only reasonable network management practices.

3. **Affiliated Prioritization:** Triangle does not favor any affiliated Internet traffic over others, including through the use of techniques such as traffic shaping, prioritization, or resources reservation, to benefit an affiliate, and we have no plans to do so.
4. **Paid Prioritization:** Triangle does not favor or prioritize any paid Internet traffic over others. We do not prioritize Internet websites over others in exchange for any consideration to benefit any content, applications, services, or devices.

Network Management Practices

Triangle's network management practices are intended to ensure that we provide the best possible Internet access to our customers. To achieve this goal, we employ network management techniques such as identifying spam and preventing its delivery to customer email accounts, detecting malicious Internet traffic, and preventing the distribution of, or inadvertent access to, malware, phishing, viruses, or other harmful code or content.

1. **Congestion Management:** Triangle continuously monitors the connections on its network in aggregate for all Internet based types of traffic to determine the utilization rate. Triangle may take appropriate measures to relieve undue congestion if it occurs on the network.

Triangle's network and congestion management practices do not discriminate based on the type of application being used. Nor are they based on any particular customer's aggregate monthly data usage. We examine only current network conditions, not our customers' online activities. However, for the Triangle Communications unlicensed FWA network, Triangle has deployed an appliance that measures TCP RTT to help manage bufferbloat on the hardware. The appliance utilizes an FQ-CoDel AQM algorithm that proactively shapes packets before buffers fill up to provide a better quality of experience. The FQ-CoDel AQM prioritizes the interactive flows (eg, VoIP, gaming, DNS) to ensure the internet continues to work as expected during subscribers' self-congestion periods (eg, downloading movies/games, multiple high-def streams).

Customer conduct that abuses or threatens the Triangle's network or violates our Acceptable Use Policy, Internet Service Terms and Conditions, or the Internet Service Agreement will be asked to stop immediately. If a customer fails to respond or cease such conduct, we may suspend service or terminate the user's account.

Triangle also checks for abnormal traffic flows, network security breaches, malware, loss, and damage to the network. If a breach is detected or high-volume users are brought to light by complaint, we provide notification to the customer via email or phone. If a customer violates the Acceptable Use Policy or other policies and such a

violation is not remedied, Triangle will seek to suspend or terminate that customer's service.

In the event we take any congestion management actions, the vast majority of our users' Internet activities will be unaffected. Some customers may, however, experience more extended download or upload times or slower surf speeds.

- 2. Application-Specific Behavior:** Except as may be provided elsewhere herein, Triangle does not currently engage in any application-specific network management activities on its network. Customers may use any lawful application as part of their Internet usage.
- 3. Device Attachment Rules:** For best results, modems, wireless modems, or other proprietary network gateways used on the Triangle broadband network should be provided by Triangle. Customers may, however, attach their own devices to their modems, including wired or wireless routers, laptops, desktop computers, video game systems, televisions, or other network-enabled electronics equipment. Customers are responsible for ensuring that their equipment does not harm Triangle's network or impair the service of other customers. Triangle is not responsible for the functionality or compatibility of any equipment provided by its customers. Customers are responsible for securing their own equipment to prevent unauthorized access to Triangle's broadband network by third parties and will be held responsible for the actions of such third parties who gain unauthorized access through unsecured customer equipment.
- 4. Network Security:** Triangle knows the importance of securing its network and customers from network threats and annoyances. We promote the security of our network and our customers by protecting them from threats like spam, viruses, firewall issues, and phishing schemes.

As its normal practice, Triangle does not block any protocols, content or traffic for purposes of network management, but Triangle may block or limit such traffic as spam, viruses, malware, or denial of service attacks to protect network integrity and the security of our customers.

Triangle also deploys spam filters for its email service to divert spam from an online customer's email inbox into a quarantine file, while allowing the customer to control which emails are identified as spam. Customers may access spam files through the email program. Spam files are automatically deleted if not accessed within 30 days.

Customers may access emails identified as spam by going to our webmail at <https://webmail.itstriangle.com/> and logging in with the email address and password. Once logged in the spam emails will be located in the folder named junk, from there the emails can be viewed, deleted, or moved to the inbox if

wanted. Customers also have the option to mark emails as spam, so future emails of that type will be sent to the junk folder. If using a 3rd party email client, this junk folder feature may be available, but not on every 3rd party client.

Network Performance

1. Service Descriptions

Triangle serves a large geographic area that is sparsely populated. As a result of this, every area within Triangle's service territory does not receive the same technology or service. All internet services sold are sold as best effort. Obtainability of specific technology is dependent on the geographic location of the customer and correlation to the location of the deployed facilities. Triangle's variety of facilities deployed throughout the service area prevents an illustration of service availability in a specific area; however, detailed information is available about choices for technologies and services by contacting Triangle at 1-800-332-1201 or <https://www.itstriangle.com/support/contact-us>.

2. Network Performance

Triangle supports its advertised speeds and will dispatch repair technicians to customer sites to perform speed tests, as needed, to troubleshoot and resolve speed and application performance issues caused by Triangle's network. Triangle measures availability, latency, and aggregate utilization on its network and strives to meet internal service level targets.

However, the download or upload speeds for a particular distant website or other Internet resource are affected by factors beyond Triangle's control, including the speed of the connection from a distant web server to the Internet, congestion on intermediate networks, and limitations on your computer equipment like your wireless router. In addition, your inside-premises wiring could affect service performance. Accordingly, consumers should consider the capabilities of their own equipment when choosing broadband service. You may need to upgrade your computers and other networks in your home or office to take full advantage of the chosen broadband plan.

Upon request, Triangle tests each service for actual and expected access speeds at the time of network installation to demonstrate that the service can support the advertised speed.

Customers may also test their actual speeds using the speed test located on Triangle's website at <http://itstriangle.speedtestcustom.com/> and request assistance by calling our business office at 1-800-332-1201 or by email at techsupport@itstriangle.net.

Based on the network information Triangle receives from its monitoring efforts, Triangle’s network is delivering data transmission rates advertised for the different high-speed Internet services. To be sure, Triangle has implemented a program of testing the performance of its network by using a test protocol similar to the one sanctioned by the FCC. The results below apply to both upload and download data rates, and applies for measurements made both at peak times and over a 24-hour period:

DOWNLOAD & UPLOAD SPEEDS, LATENCY

Advertised Connection Speeds are as follows:

RESIDENTIAL AND BUSINESS SPEEDS

SPEED TIER	TECHNOLOGY	LATENCY	DOWN	UP
3 Mbps/1 Mbps	FTTH	20 m/s	3 Mbps	1 Mbps
6 Mbps/1 Mbps	FTTH	20 m/s	6 Mbps	1 Mbps
12 Mbps/3 Mbps	FTTH	20 m/s	12 Mbps	3 Mbps
15 Mbps/3 Mbps	FTTH	20 m/s	15 Mbps	3 Mbps
24 Mbps/10 Mbps	FTTH	20 m/s	24 Mbps	10 Mbps
50 Mbps/10 Mbps	FTTH	20 m/s	50 Mbps	10 Mbps
100 Mbps/50 Mbps	FTTH	20 m/s	100 Mbps	50 Mbps
200 Mbps/150 Mbps	FTTH	20 m/s	200 Mbps	150 Mbps
300 Mbps/200 Mbps	FTTH	20 m/s	300 Mbps	200 Mbps
300 Mbps/300 Mbps	FTTH	20 m/s	300 Mbps	300 Mbps
1000 Mbps/1000 Mbps	FTTH	20 m/s	1000 Mbps	1000 Mbps
512 Kbps /512 Kbps	DSL	80 m/s	512 Kbps	512 Kbps
768 Kbps/512 Kbps	DSL	80 m/s	768 Kbps	512 Kbps
1.5 Mbps/1 Mbps	DSL	80 m/s	1.5 Mbps	1 Mbps
3 Mbps/1 Mbps	DSL	80 m/s	3 Mbps	1 Mbps
6 Mbps/1 Mbps	DSL	80 m/s	6 Mbps	1 Mbps
12 Mbps/2 Mbps*	DSL	80 m/s	12 Mbps	2 Mbps
24 Mbps/4 Mbps*	DSL	80 m/s	24 Mbps	4 Mbps
50 Mbps/10 Mbps*	DSL	80 m/s	50 Mbps	10 Mbps
75 Mbps/20 Mbps*	DSL	80 m/s	75 Mbps	20 Mbps
25 Mbps/25 Mbps	FTTH Bundle	20 m/s	25 Mbps	25 Mbps
75 Mbps/75 Mbps	FTTH Bundle	20 m/s	75 Mbps	75 Mbps
150 Mbps/150 Mbps	FTTH Bundle	20 m/s	150 Mbps	150 Mbps
500 Mbps/500 Mbps	FTTH Bundle	20 m/s	500 Mbps	500 Mbps
4 Mbps/1 Mbps	Fixed Wireless	85 m/s	4 Mbps	1 Mbps
10 Mbps/1 Mbps	Fixed Wireless	85 m/s	10 Mbps	1 Mbps
50 Mbps/50 Mbps	Fixed Wireless	75 m/s	50 Mbps	50 Mbps

* Upload speed availability varies by serving equipment limitations.

**Speed and latency measurements updated 1/20/2023.

***Actual speed measured down/up may vary by 10%

Actual Connection Speeds are as follows:

RESIDENTIAL AND BUSINESS SPEEDS

SPEED TIER	TECHNOLOGY	LATENCY	DOWN	UP
3 Mbps/1 Mbps	FTTH	20 m/s	2.7 Mbps	.9 Mbps
6 Mbps/1 Mbps	FTTH	20 m/s	5.4 Mbps	.9 Mbps
12 Mbps/3 Mbps	FTTH	20 m/s	10.8 Mbps	2.7 Mbps
15 Mbps/3 Mbps	FTTH	20 m/s	13.5 Mbps	2.7 Mbps
24 Mbps/10 Mbps	FTTH	20 m/s	22.5 Mbps	9 Mbps
50 Mbps/10 Mbps	FTTH	20 m/s	45 Mbps	9 Mbps
100 Mbps/50 Mbps	FTTH	20 m/s	90 Mbps	45 Mbps
200 Mbps/150 Mbps	FTTH	20 m/s	180 Mbps	135 Mbps
300 Mbps/200 Mbps	FTTH	20 m/s	270 Mbps	180 Mbps
300 Mbps/300 Mbps	FTTH	20 m/s	270 Mbps	270 Mbps
1000 Mbps/1000 Mbps	FTTH	20 m/s	900 Mbps	900 Mbps
512 Kbps /512 Kbps	DSL	80 m/s	460.8 Kbps	460.8 Kbps
768 Kbps/512 Kbps	DSL	80 m/s	691.2 Kbps	460.8 Kbps
1.5 Mbps/1 Mbps	DSL	80 m/s	1.35 Mbps	.9 Mbps
3 Mbps/1 Mbps	DSL	80 m/s	2.7 Mbps	.9 Mbps
6 Mbps/1 Mbps	DSL	80 m/s	5.4 Mbps	.9 Mbps
12 Mbps/2 Mbps*	DSL	80 m/s	10.8 Mbps	1.8 Mbps
24 Mbps/4 Mbps*	DSL	80 m/s	22.9 Mbps	3.6 Mbps
50 Mbps/10 Mbps*	DSL	80 m/s	45 Mbps	9 Mbps
75 Mbps/20 Mbps*	DSL	80 m/s	67.5 Mbps	18 Mbps
25 Mbps/25 Mbps	FTTH Bundle	20 m/s	22.5 Mbps	22.5 Mbps
75 Mbps/75 Mbps	FTTH Bundle	20 m/s	67.5 Mbps	67.5 Mbps
150 Mbps/150 Mbps	FTTH Bundle	20 m/s	135 Mbps	135 Mbps
500 Mbps/500 Mbps	FTTH Bundle	20 m/s	450 Mbps	450 Mbps
4 Mbps/1 Mbps	Fixed Wireless	85 m/s	3.6 Mbps	.9 Mbps
10 Mbps/1 Mbps	Fixed Wireless	85 m/s	9 Mbps	.9 Mbps
50 Mbps/50 Mbps	Fixed Wireless	75 m/s	50 Mbps	50 Mbps

3. Impact of Non-BIAS Data Services

The FCC has defined Non-Broadband Internet Access Services (Non-BIAS) to include services offered by broadband providers that share capacity with Broadband Internet Access Services (BIAS) (previously known as “Specialized Services”) also offered by the provider over the last-mile facilities. At this time, Triangle is not offering any non-BIAS data services.

Commercial Terms

1. Pricing

Triangle offers multiple levels of internet service, all available with no monthly data cap. The pricing and other terms for our different service offerings can be found [here](#). Prices do not include applicable federal, state, or local taxes and regulatory fees. Prices and packages are subject to change.

2. Privacy Policies

Triangle values the privacy of our internet service customers. Like most companies, we collect certain information about our customers and use it to provide our services. We collect information when you interact with us, when you use our internet service, and when you visit our website. This information is used to deliver, provide, and repair our services, and to establish and maintain customer records and billing accounts. We protect the information we have about our customers and require those we share it with to protect it as well. Triangle does not sell, license, or share information that individually identifies our customers with others, without your consent, except as necessary when working with vendors and partners for business purposes and when necessary for them to do work on our behalf. Additional details about our privacy policy can be found by clicking [here](#).

3. Redress Options.

We strive to provide excellent customer service and to resolve any issues promptly. If you have any questions or complaints regarding Triangle's internet service, you may call (800) 332-1201 or email us at techsupport@itstriangle.net. Triangle takes all such questions and complaints seriously.

In addition to this Network Transparency Statement, patrons may also find links to the following on the Triangle Website:

- [Frequently Asked Questions \("FAQs"\)](#)
- [Acceptable Use Policy](#)
- [Machine Readable Broadband Labels](#)