

TRIANGLE COMMUNICATIONS

NETWORK TRANSPARENCY STATEMENT

Triangle Communications “Triangle” provides this Network Transparency Statement in accordance with the FCC’s Restore Internet Freedom Rules to ensure that you have sufficient information to make informed choices about the purchase of broadband services. Information about Triangle’s other policies and practices concerning broadband are available at www.itstriangle.com (“Triangle Website”).

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. Triangle wants its customers to indulge in all that the Internet has to offer, whether it is social networking, streaming videos and music, to communicating through email and videoconferencing.

Triangle’s network management includes congestion and security-protocol-management and customers generally will not be impacted by the protocols and practices that Triangle uses to manage its network.

A. Triangle’s Network Transparency Disclosures

Triangle uses various tools and industry standard techniques to manage its network and deliver fast, secure and reliable Internet service. Triangle believes in full transparency and provides the following disclosures about its network management practices:

- 1. Blocking:** Triangle does not block or discriminate against lawful content. For network protection, large malicious attacks, such as DDoS, are blocked to or from particular IP’s 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.
- 3. Affiliated Prioritization:** Triangle does not prioritize Internet traffic.
- 4. Paid Prioritization:** Triangle does not engage in paid prioritization.
- 5. Congestion Management:** Triangle monitors the connections on its network in the aggregate on a daily basis to determine the rate of utilization. If congestion emerges on the network, Triangle will review available measures to relieve congestion.

On Triangle's network, all customers have access to all legal services, applications and content online and, in the event of congestion, most Internet activities will be unaffected.

Customers using conduct that abuses or threatens the Triangle network or which violates the company's Acceptable Use Policy, Internet service Terms and Conditions, or the Internet Service Agreement will be asked to stop any such use immediately. A failure to respond or to cease any such conduct could result in service suspension or termination.

Triangle's network and congestion management practices are 'application-agnostic', based on current network conditions, and are not implemented on the basis of customers' online activities, protocols or applications. Triangle's network management practices do not contribute to any customer's aggregate data usage.

Triangle monitors its network on an ongoing basis to determine utilization on its network. 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, Triangle provides notification to the customer via email or phone. If a violation of Triangle's policies has occurred and such violation is not remedied, Triangle will seek to suspend or terminate that customer's service.

- 6. Application-Specific Behavior:** Except as may be provided elsewhere herein, Triangle does not currently engage in any application-specific behaviors on its network. Customers may use any lawful applications with Triangle.
- 7. Device Attachment Rules:** For best results, DSL modems, wireless modems, or other proprietary network gateways used on the Triangle broadband network are either leased from Triangle or owned by the customer. For best results customers should lease their modem/router from Triangle. Customers may attach devices of their choosing; including wired or wireless routers, laptops, desktop computers, video game systems, televisions, or network-enabled electronics equipment. However, **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.
- 8. Network Security:** Triangle knows the importance of securing its network and customers from network threats and annoyances. The company promotes the

security of its network and patrons by protections from such threats as spam, viruses, firewall issues, and phishing schemes. Triangle also deploys spam filters in order 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 emails identified as spam by going to our portal page and logging in. <https://myapplicationportal.com/?domain=itstriangle.com>

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.

B. Network Performance

1. Service Descriptions

Triangle serves a large geographic area that is sporadically 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 the 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 makes every effort to support advertised speeds and will dispatch repair technicians to customer sites to perform speed tests as needed to troubleshoot and resolve speed and application performance caused by Triangle's network. Triangle measures availability, and aggregate utilization on the network and strives to meet internal service level targets.

However, the bandwidth speed at which a particular distant website or other Internet resources may be downloaded, or the speed at which your customer information may be uploaded to a distant website or Internet location is 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/or limitations on your own computer equipment, including a wireless router. In addition, your service performance may be affected by the inside wiring at your premise. Accordingly, you, the customer, must consider the capabilities of your own equipment when choosing a Triangle broadband service. Your computers and/or wireless or other networks in your homes or offices may need an upgrade in order to take full advantage of the chosen Triangle broadband plan.

Upon request, Triangle tests service for actual and expected access speeds at the time of network installation to demonstrate that the service is capable of supporting the advertised speed. Customers may also test their actual speeds using the speed test located at <http://itstriangle.speedtestcustom.com/> on Triangle’ website and may 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

TECHNOLOGY	ADVERTISED SPEED DOWN/UP	ACTUAL SPEED MEASURED DOWN/UP
FTTH	3 Mbps/1 Mbps	3.2 Mbps/1.1 Mbps
	6 Mbps/1	5.8 Mbps/1.1 Mbps
	12 Mbps/3	12.6 Mbps/2.9 Mbps
	15 Mbps/3	15.5 Mbps/3 Mbps
	24 Mbps/10	24.2 Mbps/10.8 Mbps
	50 Mbps/10	50.5 Mbps/10.6 Mbps
	100 Mbps/50	100.5 Mbps/45.8 Mbps
	200 Mbps/150	196 Mbps/152 Mbps
	500 Mbps/350	504 Mbps/352 Mbps
	DSL	512 Kbps/512 Kbps
768 Kbps/512 Kbps		916 Kbps/612 Kbps
1.5 Mbps/1 Mbps		1.7 Mbps/1.2 Mbps
3 Mbps/1 Mbps		3.3 Mbps/1.1 Mbps
6 Mbps/1 Mbps		6.6 Mbps/1.2 Mbps
12 Mbps/2 Mbps		13.2 Mbps/2.2 Mbps
24 Mbps/4 Mbps		22.4 Mbps/3.8 Mbps
50 Mbps/10 Mbps		46.6 Mbps/9.2 Mbps
Fixed Wireless	4 Mbps/1 Mbps	4.01 Mbps/1.4 Mbps
	10 Mbps/1 Mbps	9.96 Mbps/1.24 Mbps

*Speed measurements updated 12/18/19.

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.

C. Commercial Terms

Pricing and additional service information may be found [here](#).

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

- [Privacy Policy](#)
- [Frequently Asked Questions \(“FAQs”\)](#)
- [Acceptable Use Policy](#)

For questions, complaints or requests for additional information, please contact Triangle at:

24/7 Tech Support 1 (877) 730-8215
Email at techsupport@itstriangle.net