



TRANSPARENCY STATEMENT

POLICIES PRESERVING THE OPEN INTERNET

TruVista Communications and its affiliates, including Chester Telephone Company, Lockhart Telephone Company, Ridgeway Telephone Company, Fairfield Communications, Inc., Camden Corporate Investments, LLC, Chester Communications, LLC and Chester Long Distance Services, Inc. (collectively, "TruVista") are committed to providing fixed broadband Internet access service (the Service) in a manner that fosters an open and robust public Internet and that complies with the Open Internet Rules adopted by the Federal Communications Commissions (FCC). Subject to reasonable network management practices, in providing the Service, TruVista will not: (1) block lawful content, applications, or services; (2) block or restrict end users from connecting and using any lawful device of their choosing (provided such device does not harm the network, and conforms to widely accepted and publicly-available standards applicable to the Service); or, (3) unreasonably discriminate in transmitting lawful network traffic.

NETWORK MANAGEMENT

Like other Internet service providers, TruVista manages its network to protect the security, integrity, and reliability of the network. To do so, TruVista uses generally accepted industry standard tools. TruVista does not modify the protocols of these industry standard tools. We also comply with applicable law, including laws for the protection of children online and the protection of intellectual property.

Although our network provides substantial capacity, it is not unlimited, and at times of high use, the network may experience congestion. TruVista strives to minimize network congestion by conservative design that provides adequate capacity at any point where congestion tends to occur. TruVista continuously monitors the utilization of its broadband network at an aggregate level to insure that adequate capacity is always available to avoid congestion at the point that its network connects to the national Internet backbone. TruVista also monitors utilization at critical intermediate points within its network to detect and relieve any congestion issues. TruVista does not actively manage congestion at this time, but congestion management may be inherent in the industry standard protocols used to operate the network. TruVista reserves the right to prioritize traffic based on real time and non-real time applications during heavy congestion periods based on generally accepted technical standards and measures.

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NETWORK PERFORMANCE

TruVista provides the Service over a combination of fiber-optic cable and copper facilities using Fiber-to-the-home (FTTH), Digital Subscriber Line (DSL), and Cable Modem technologies. TruVista relies on a combination of internal testing and third party data to assess the network performance likely to be experienced by a typical customer. The 3rd party data is generated when TruVista's customers test their own connection using a publically available web based test site such as [www. speed test. net](http://www.speedtest.net) or ispgeeks.com. Consumers should consider that the data generated from the public tests are influenced by many factors beyond the control of TruVista, including congestion beyond TruVista's network and the state of each of the individual consumer's computers that initiated the tests. Another measure of performance is Latency, or the time in milliseconds required for data to complete a round trip from your computer to a distant server and back. Latency is affected by the distance to the remote server, delays caused by network congestion and by the remote server. With these cautions in mind, our data shows that most connections will deliver typical speeds in the range of 80% to 100% of the advertised speed with typical latency of 30 to 50 milliseconds during the busy hours of 7:00 p.m. to 11:00 p.m. These ranges are typical of all tiers (i.e. advertised speed such as "3 MEG, 10 MEG, 20 MEG, etc.) and of all serve types (DSL, cable modem or FTTH).

PRICING AND TERMS AND CONDITION OF SERVICE

Information about pricing and the terms and conditions of service is available at www.truvista.net/internet.

ACCEPTABLE USE POLICY

INTRODUCTION

TruVista Internet Services' Acceptable Use Policy ("AUP") is intended to enhance the use of the Internet by preventing unacceptable use of any services we (TruVista) provide. All Users of TruVista Internet Services are bound by this policy.

Violations of this AUP may result in the suspension or termination of account or services of the end user.

VIOLATIONS OF ACCEPTABLE USE POLICY

The following constitute violations of this AUP:

1. Illegal use. Using TruVista's services to transmit any material (by email, uploading, posting, or otherwise) that, intentionally or unintentionally, violates any applicable local, state, national or international law.
2. Harm to minors. Using our services to harm, or attempt to harm, minors in any way.



ACCEPTABLE USE POLICY continued

3. Threats. Using our services to transmit any material (by email, uploading, posting, or otherwise) that threatens or encourages bodily harm or destruction of property.
4. Harassment. Using our services to transmit any material (by email, uploading, posting, or otherwise) that harasses another.
5. Fraudulent activity. Using our services to make fraudulent offers to sell or buy products, items, or services or to advance any type of financial scam such as "pyramid schemes," "Ponzi schemes," and "chain letters."
6. Forgery or impersonation. Adding, removing or modifying identifying network header information in an effort to deceive or mislead is prohibited. Attempting to impersonate any person by using forged headers or other identifying information is prohibited.
7. Unsolicited commercial email/Unsolicited bulk email. Using our services to transmit any unsolicited commercial e-mail or unsolicited bulk email is prohibited. Activities that have the effect of facilitating unsolicited commercial email or unsolicited bulk email whether or not that email is commercial in nature, are also prohibited.
8. Unauthorized access. Using our services to access, or to attempt to access, the accounts of others, or to penetrate, or attempt to penetrate, security measures of TruVista Internet Services or another entity's computer software or hardware, electronic communications system, or telecommunications system, whether or not the intrusion results in the corruption or loss of data.
9. Copyright or trademark infringement. using our services to transmit any material (by email, uploading, posting, or otherwise) that infringes any copyright, trademark, patent, trade secret, or other proprietary rights of any third party, including, but not limited to, the unauthorized copying of copyrighted material, the digitization and distribution of photographs from magazines, books, or other copyrighted sources, and the unauthorized transmittal of copyrighted software.
10. Collection of personal data. Using our services to collect, or attempt to collect, personal information about third parties without their knowledge or consent.
11. Reselling our services. Reselling our services without TruVista Long Distance Internet Services' written authorization.



ACCEPTABLE USE POLICY continued

12. Network disruptions. Using our services for any activity which adversely affects the ability of other people or systems to use TruVista Internet Services or the Internet. This includes "denial of service" (DoS) attacks against another network host or individual user. Interference with or disruption of other network users, network services or network equipment is prohibited.

PENALTIES

TruVista Internet Services may take any one or more of the following actions in response to complaints and/or violations of the AUP:

1. issue warnings: written or verbal
2. suspend account
3. terminate account
4. bill for administrative and investigative costs and/or reactivation charges
5. bring legal action to enjoin violations and/or to collect damages, if any, caused by violations.

REVISIONS TO THIS ACCEPTABLE USE POLICY

TruVista Internet Services reserves the right to revise, amend, or modify this AUP, our Internet Service Agreement and our other policies and agreements at any time and in any manner. TruVista Services reserves the right to communicate to our customers such policy statements, marketing materials or other information serving a legitimate business purpose through the mail, the telephone network or via email. Policy changes take effect upon posting of revision to AUP on TruVista Internet Services' Web site: www.TruVista.net.

ONLINE PRIVACY

TruVista.net is committed to protecting the online privacy of visitors to our site.

The purpose of this statement is to inform you about the types of information we gather about you when you visit our site and what we do with that information. This statement also explains how you can prevent collection of certain information about yourself, if you choose. Please take a few moments to read our Privacy Statement.

We have no control over the privacy practices or the content of any site to which we link to our pages.

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ONLINE PRIVACY continued

We may request that you voluntarily supply us with personal information, such as your email address, postal address, home or work telephone number, for such purposes as correspondence, preference surveying, or participating in online discussion boards. TruVista.net will not collect or maintain your private and personally identifiable information without your consent. Further, if you consent to give us your personal information, we will keep it confidential and will not sell, license or disclose your personal information to any third party without your consent, unless we are compelled to do so under the law or to comply with a court order.

PLEASE BE AWARE that when you voluntarily disclose personal information (such as your name or email address) on message boards that the information may be collected by others outside our control and may result in unsolicited messages from others.

Types of Information We Collect

Generally, you are free to browse the TruVista.net site without submitting any personal information. We do not collect any of your personal information (such as a name, address or email address) when you visit the TruVista.net site, unless you wish to register for our Mailing List. This list will never be sold or made available to third parties. Types of information collected on specific services on the TruVista.net site are described in more detail below.

Surveys

In order to better respond to our customers' needs, TruVista., or TruVista.net may post a survey on our web site. Participation in a survey is completely voluntary and we do not anticipate that we would collect any information of a personal nature. Because we may need to deploy certain services to certain areas of our service area in different levels or at different times, some surveys may ask for your geographic area. This is meant to be a general location, never a specific address.

Contact for Privacy Inquiries

If you have any questions about this Privacy Statement or other questions about privacy on the TruVista.net site, please contact:

Via Mail:

TruVista., Inc. - Privacy Contact: TruVista.net Privacy Administrator
PO Box 160 - Chester, SC 29706

Or Via E-Mail:

webmaster@TruVista.net

We do not and will not disclose your private, personally identifiable information to any third party for any purpose without your prior consent. However, TruVista.net reserves the right to disclose your personal information if required to do so by law, or in the good faith belief that such action is reasonably necessary to comply with legal process, respond to claims, or to protect the rights, property or safety of our company, its employees, customers, or the public. All reasonable care is taken by our staff in handling your personal information to ensure its security both offline and online.

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