SHREWSBURY ELECTRIC AND CABLE OPERATIONS
OPEN INTERNET TRANSPARENCY STATEMENT

In accordance with FCC regulations (47 CFR § 8.1(a)) applicable to all providers of broadband Internet access service, Shrewsbury Electric and Cable Operations ("SELCO") provides the following information concerning its network management practices, the service's performance characteristics, and commercial terms. If you have any questions about the following network practices, please contact us at 508-841-8500.

1.   Network Management Practices

Blocking. SELCO does not undertake any practice, other than reasonable network management elsewhere disclosed, that blocks or otherwise prevents end user access to lawful content, applications, service, or non-harmful devices.

Throttling. SELCO does not degrade or impair access to lawful Internet traffic on the basis of content, application, service, user, or use of a non-harmful device.

Affiliated Prioritization. SELCO does not directly or indirectly favor some traffic over other traffic, including through use of techniques such as traffic shaping, prioritization, or resource reservation, to benefit an affiliate, including identification of the affiliate.

Paid Prioritization. SELCO does not directly or indirectly favor some traffic over other traffic, including through use of techniques such as traffic shaping, prioritization, or resource reservation, in exchange for consideration, monetary or otherwise.

Congestion Management. SELCO's current residential broadband packages can be found online at SELCO.ShrewsburyMA.gov

SELCO does not adjust or manage an individual end user's use of their capacity, but the actual use by an end user can affect the user experience. Downstream refers to the information coming to you from the network and upstream refers to the information going from you to the network. End user experience can be negatively impacted when the end user attempts to run too many tasks simultaneously or by running individual tasks that utilize 100% of the end user's upstream capacity. For example, uploading large files to cloud-based back up servers may occupy 100% of the end user's upstream capacity. This could preclude the end user from running other network-related tasks while the file is uploading.

The SELCO network, as a whole, is shared among its users and has a set capacity for downstream and upstream communication. While SELCO will not manage an individual end user's capacity, SELCO may take action to manage the capacity of the entire network or part of the network if an end user's actions unreasonably impact the ability of others to use the network. For example, SELCO may employ reasonable network management

practices to protect against security or denial of service attacks that can negatively affect our network and may cause service degradation. End users can minimize the possibility of these problems by maintaining an up-to-date anti-virus program on their computer and following common sense practices like avoiding unsolicited attachments from unknown parties.

Application-Specific Behavior. SELCO does not block or rate-control specific protocols or protocol ports, or otherwise inhibit or favor certain classes or applications.

Device Attachment Rules. SELCO does not impose any restrictions on the types of devices and any approval procedures for devices to connect to the network.

Security. SELCO employs certain practices to ensure the security of our customers and our right to protect our network. These include practices intended to protect SELCO servers against Denial of Service attacks and to prevent harmful elements such as viruses and spam.

To that end, SELCO blocks a limited number of ports that are commonly used to send spam, or launch attacks on the network.

2. Performance Characteristics

Service Description. SELCO offers their residential customers a variety of levels of broadband Internet access service with varying targeted speeds and features that may affect the suitability of such service for real-time applications. The features, pricing and other terms of our service offerings are modified from time to time, and not all packages are available in all areas. Each package is priced to reflect the particular speed and features of that package. Full descriptions and pricing information for all currently available packages are available at SELCO.ShrewsburyMA.gov

3. Commercial Terms

Price. SELCO offers multiple tiers of broadband Internet access service. The current pricing and other terms and conditions of the various tiers, including fees associated with early termination or additional network services is available at SELCO.ShrewsburyMA.gov or at our office at 100 Maple Avenue, Shrewsbury, MA 01545, these pricings are subject to change.

Privacy Policies. SELCO values the privacy of our customers. The personal information that you provide to SELCO is governed by our Privacy Policy available at SELCO.ShrewsburyMA.gov or at our office at 100 Maple Avenue, Shrewsbury, MA 01545, this policy is subject to change.

Redress Options. If you have any questions or concerns regarding your service, please contact our customer service department at 508-841-8500.

Written complaints may be sent via U.S. Mail to: Shrewsbury Electric & Cable Operations Customer Service 100 Maple Avenue, Shrewsbury, MA 01545. The FCC has established procedures for addressing informal and formal complaints relating to its "Open Internet" rules. For information concerning these procedures, please refer to the FCC's website at www.fcc.gov/guides/getting-broadband.