

Open Internet Disclosure Policy

Last Updated May 8, 2026

This document provides information about the network management practices, performance characteristics, and commercial terms applicable to the broadband Internet access services provided to consumers by Computer Techniques, LLC (the “Company,” “we,” “us,” or “our”) consistent with the Federal Communications Commission (“FCC”) transparency requirements under 47 C.F.R. § 8.1(a) (this “Disclosure”). The Company’s Federal Communications Commission Registration Number (“FRN”) is 0017141102.

The Company provides broadband Internet access services utilizing fiber optic network technologies. This Disclosure applies to the Company’s fiber broadband Internet access services provided to retail customers.

The Company maintains an open Internet for its customers, and with this principle in mind, this document summarizes the Company’s network management practices, performance characteristics, and commercial terms applicable to the broadband Internet access services it offers to customers. Nothing in this document changes your rights and obligations, or the Company’s rights and obligations, under the applicable service agreements, Terms and Conditions, Acceptable Use Policy, Privacy Policy, CPNI Notice, or other applicable policies associated with the services you subscribe to from the Company.

Current service availability information, pricing information, and related broadband service details are available on the Company’s website at:
<https://www.ctitech.com/service-availability/>

This document and the information contained in it are provided for informational purposes only and may be changed at any time without notice.

NETWORK MANAGEMENT PRACTICES

The Company manages its network with the goal of delivering a high-quality broadband Internet experience to all customers. High-speed bandwidth and network resources are not unlimited, and protecting and managing the network is essential to promote the use and enjoyment of the Internet by all customers.

The Internet services provided by the Company may utilize upstream Internet access carriers, wholesale transport providers, and other third-party network operators. As a result, some network management practices and performance characteristics described in this document may be affected by, implemented by, or dependent upon those providers and networks.

The Company reserves the right to employ reasonable and tailored Internet Protocol (“IP”) network management practices that are consistent with industry standards, applicable law, and the operational needs of the Company’s network. Such practices are intended to help ensure

network reliability, integrity, security, and fair access to broadband Internet services for customers and application providers.

The Company and its service providers may utilize tools and technologies designed to identify, mitigate, prevent, or respond to malicious activity, denial-of-service attacks, fraud, spam, malware, network abuse, security threats, or other harmful activity affecting the network or customers.

As the Internet, customer usage, technologies, and security threats continue to evolve, the Company's network management practices may adapt as reasonably necessary to maintain and protect the performance, reliability, integrity, and security of its network and services.

Blocking

So long as traffic is not determined to be, or likely to be, malicious, unlawful, harmful, abusive, fraudulent, or otherwise threatening to the security or integrity of the Company's network or services, the Company does not intentionally block lawful content, applications, services, or non-harmful devices from accessing the public Internet. Rather, the Company strives to provide a high-quality customer experience for lawful Internet applications and services.

The Company and its service providers may utilize automated or manual tools, technologies, filtering systems, monitoring systems, or mitigation measures designed to identify, prevent, or respond to malicious activity, denial-of-service ("DDoS") attacks, malware, spam, fraud, unlawful activity, network abuse, or other harmful activity affecting the network or customers.

When the Company determines that traffic or activity may threaten the security, integrity, reliability, or availability of the network or services, the Company may temporarily block, filter, reroute, rate-limit, or otherwise restrict such traffic as reasonably necessary to protect the network, services, customers, or third parties.

If a customer believes traffic has been blocked in error, the customer should contact the Company's customer support at (855) 803-3093 or support@ctifiber.com.

Throttling

The Company does not engage in application-specific throttling or degradation of lawful Internet traffic other than network limitations associated with a customer's selected service tier and reasonable network management practices described in this Disclosure.

Current service availability information, pricing information, and related broadband service details may be found at:

<https://www.ctitech.com/service-availability/>

Affiliated Prioritization

The Company does not engage in affiliated prioritization of Internet traffic.

Paid Prioritization

The Company does not engage in paid prioritization of specific internet content, applications, services, or edge providers. However, the Company may offer business-class or dedicated services with differentiated performance characteristics, SLAs, or quality-of-service features as part of standard commercial service offerings and reasonable network management practices.

Congestion Management

Congestion management of Internet services may occur from time to time due to network conditions, traffic volumes, outages, security events, or other operational factors. The Company, its carriers, and upstream Internet service providers may utilize buffering, monitoring, multiple upstream connections, traffic engineering, capacity management, and proactive network upgrades designed to lessen the impact of network congestion and maintain network reliability and performance.

During periods of congestion or other network events, customer traffic may experience latency, throughput reduction, or other performance impacts depending on network conditions, bandwidth usage, customer equipment, application usage, upstream network conditions, or other operational factors. The Company's congestion-management practices are intended to maintain network integrity, reliability, security, and fair access to broadband Internet services and are not designed to favor particular lawful content, applications, services, or classes of lawful traffic.

Application-Specific Behavior

The Company does not intentionally block, impair, or favor lawful content, applications, services, or non-harmful devices accessing the public Internet, provided such applications, services, or devices do not harm the network, interfere with the provision of broadband Internet access services, facilitate theft of service, violate applicable law, or violate the Company's Acceptable Use Policy.

Customers may generally access lawful content of their choice, use lawful applications and services, and connect lawful devices compatible with the Company's network and services, subject to reasonable network management practices described in this Disclosure.

The broadband Internet marketplace, network technologies, customer usage patterns, and security threats continue to evolve. Accordingly, the Company may continue to evaluate and modify its network management practices as reasonably necessary to maintain and protect the reliability, integrity, security, and performance of its network and services.

Device Attachment Rules

The Company permits customers to attach lawful and compatible devices to its network and services, provided such devices do not harm the network, interfere with the provision of services,

or otherwise violate the Company's Acceptable Use Policy or other applicable service requirements.

Not all devices may be technically compatible with the Company's network or services. Device compatibility may vary depending on the broadband Internet access technology utilized, the customer's service tier, network configuration, or other operational and technical factors.

The Company may require the use of Company-provided or approved equipment for certain services or technologies where reasonably necessary to ensure compatibility, performance, security, supportability, or service quality.

Security

The Company actively seeks to address threats posed by malicious, harmful, fraudulent, abusive, or unwanted traffic in order to protect the security, integrity, reliability, and availability of its network, services, and customers.

Malicious software (commonly referred to as "malware"), viruses, worms, spyware, phishing activity, spam, unauthorized access attempts, distributed denial-of-service ("DDoS") attacks, and similar harmful activity may adversely affect networks, services, devices, customer data, service quality, and third parties.

The Company may utilize commercially reasonable security, monitoring, filtering, logging, mitigation, and abuse-prevention tools and technologies designed to identify, prevent, mitigate, or respond to harmful activity, fraud, network abuse, unlawful activity, service disruption, security threats, or other activity affecting the network or customers.

The Company encourages customers to protect themselves from malicious Internet content and security threats through the use of commercially available security tools and reasonable security practices, including anti-virus software, firewalls, anti-malware protections, secure passwords, updated operating systems, and updated application software.

Customers are responsible for implementing and maintaining appropriate safeguards for their own devices, systems, accounts, applications, and networks.

As discussed above, the Company may employ certain practices on a case-by-case basis to protect its network and customers against DDoS attacks, malware, spam, fraud, unlawful activity, or other security threats. Such practices may include temporary filtering, blocking, rerouting, rate-limiting, or restriction of traffic, ports, protocols, IP addresses, or geographic regions where reasonably necessary to protect the network, services, customers, or third parties.

If a customer believes traffic has been blocked or restricted in error, the customer should contact the Company's customer support at (855) 803-3093 or support@ctifiber.com.

PERFORMANCE CHARACTERISTICS

Service Description

The Company offers broadband Internet access services utilizing fiber optic network technologies. Service availability is geographically dependent and may vary based on location, technology availability, network conditions, customer equipment, and other operational factors.

The Company offers multiple broadband Internet access service tiers and speed profiles. Current service availability information, pricing, and related service details are available at:

<https://www.ctitech.com/service-availability/>

The Company provisions its network so customers may generally experience speeds associated with their subscribed service tier. However, actual speeds, latency, and performance may vary and are not guaranteed.

Factors Affecting Performance

Broadband Internet access performance may be affected by numerous factors both within and outside the Company's control, including:

- Network congestion and overall Internet conditions;
- WiFi interference, in-home network conditions, and environmental factors;
- Customer equipment, routers, modems, WiFi configuration, and in-home wiring;
- Number of connected devices and simultaneous applications;
- Malware, spyware, viruses, or other harmful software affecting customer devices;
- Performance limitations of websites, applications, destination networks, or third-party providers; and
- Distance, routing, latency, and conditions affecting upstream or interconnected networks.

WiFi connections may experience greater fluctuations, interference, and variability than wired connections. Customer-owned or older equipment may also affect service performance.

Latency

Latency refers to delay in transmitting or receiving packets across a network. Latency may vary depending on network conditions, routing, customer equipment, destination networks, congestion, and other operational factors. Latency and performance characteristics may also vary depending on the broadband technology utilized and the location of the customer.

Speed Testing

Internet speed testing may be affected by customer equipment, WiFi conditions, in-home network configuration, background applications, and other factors outside the Company's

network. Customers experiencing speed-related concerns should evaluate customer equipment and in-home network conditions in addition to testing broadband Internet access service performance.

Impact of Non-Broadband Internet Access Services

The Company may provide non-broadband services, including voice or other communications services utilizing shared network facilities. During periods when such services are in use, less bandwidth may be available for broadband Internet access services.

COMMERCIAL TERMS

Price

The terms applicable to the Company's broadband Internet access services are set forth in the applicable service agreements, Service Orders, Terms and Conditions, and related materials associated with the services selected by the customer.

The Company offers various broadband Internet access service options depending on location, technology availability, bandwidth requirements, service tier, and other applicable terms and conditions.

Current service availability information, pricing information, and related broadband service details are available on the Company's website at:

<https://www.ctitech.com/service-availability/>

Current customers may also obtain account-specific pricing or billing information through their monthly billing statements or by contacting the Company's customer support.

Privacy

Information regarding the Company's privacy practices is available in the Company's Privacy Policy and CPNI Notice available on the Company's website.

The Company may utilize third-party providers, vendors, carriers, processors, contractors, or service providers in connection with provisioning, supporting, maintaining, securing, processing, or delivering services, including broadband, voice, payment-processing, operational, or related services.

The Company does not disclose Customer Proprietary Network Information ("CPNI") except as permitted or required by applicable law.

Redress Options

For questions or concerns regarding this Open Internet Disclosure Policy, customers may contact the Company's customer support at:

(855) 803-3093

support@ctifiber.com

Customers with unresolved concerns may also submit an escalation request to:

(217) 824-6398

abuse@cticomputers.com

CERTIFICATION

This Disclosure has been reviewed and approved by an authorized representative of the Company and is believed to be accurate as of the Last Updated date above.