

## **Open Internet Principles of Fast-Air Internet, Inc.**

The Federal Communications Commission issued rules to preserve the Internet as an open platform. These rules went into effect on November 20, 2011 and can be found at this link: <http://www.gpo.gov/fdsys/pkg/FR-2011-09-23/html/2011-24259.htm>. All Internet service providers are required to post information regarding various issues so that consumers, both residential and business, can make informed choices about choosing an Internet service provider. This document contains information regarding our services and in compliance with the FCC's rules. The policies contained herein serve as a supplement to the existing terms of service.

The FCC's rules focus on four primary issues:

- Transparency. Fixed and mobile broadband providers must disclose the network management practices, performance characteristics, and terms and conditions of their broadband services;
- No blocking. Fixed broadband providers may not block lawful content, applications, services, or non-harmful devices; mobile broadband providers may not block lawful Web sites, or block applications that compete with their voice or video telephony services; and
- No unreasonable discrimination. Fixed broadband providers may not unreasonably discriminate in transmitting lawful network traffic.
- Reasonable network management. ISPs may engage in reasonable network management to maintain a high quality of service for broadband Internet access.

### **Network Practices**

ISPs must disclose their network practices, specifically in the four general areas listed below. ISPs may not block lawful content, applications, services, or non-harmful devices, subject to reasonable network management. An ISP may not block consumers from accessing lawful Web sites, subject to reasonable network management; nor shall the ISP block applications that compete with the provider's voice or video telephony services, subject to reasonable network management. ISPs may not unreasonably discriminate in transmitting lawful network traffic over a consumer's broadband Internet access service, although, reasonable network management shall not constitute unreasonable discrimination. The FCC's rules state that a network management practice is reasonable if it is appropriate and tailored to achieving a legitimate network management purpose, taking into account the particular network architecture and technology of the broadband Internet access service.

### **Congestion Management:**

Fast-Air Internet maintains throughput of its network through balancing multiple Access Points (APs) on its towers. It continues to add APs as needed and move customers to the new APs to maintain a high level of throughput and consistency. We monitor each Access Point, Backhaul, and customer unit to determine where problem areas are

developing to resolve any issues quickly. We also have backup backhauls to offset any additional loads to the primary network hub. We do enforce our monthly bandwidth usage limits, report overages throughout the month to our customers and bill in arrears for any overages.

Application-Specific Behavior:

Fast-Air Internet does not treat any application differently. We look at usages as a whole. In the case where a customer's usage is high we do make recommendations to the customer to reduce usage at the customer requests.

Device Attachment Rules:

Our Access Agreement does not allow the operation of any servers unless previously approved by Fast-Air. We do not limit or restrict any devices on the network, however, if customer has multiple units to connect they are required to use a router rather than a switch to avoid using multiple public IP addresses.

Security:

Upon installation of a customer unit, all customers' computers available at time of installation are check for antivirus and malware removal software. If the software is not present, we load the required software for the customer if they prefer. We do block certain incoming ports to provide added security to customers as these ports are known security holes with most Windows operating systems. Customers can bypass the blocked ports by purchasing a static IP which can be setup to open all ports. All firewall, mail servers, and web servers operated by Fast-Air are utilizing firewall and antivirus protection.

**Performance Characteristics**

ISPs must disclose the following network performance characteristics:

Service Description:

Fast-Air Internet utilizes fixed wireless technology to provide a customer with broadband services. We offer multiple speeds with average low latency to the net no more than 80ms with typical less 40ms. Our speed and bandwidth quotas may be found on our website under 'Services - Plans'. Fast-Air Internet's Line-of-sight (LOS) units are fully capable of quality VOIP service, however, the Non-Line-of-sight (NLOS) units may not provide consistent jitter to handle VOIP services. Other applications, such as online gaming, VPN, and others, perform well under all our units.

Impact of Specialized Services:

Fast-Air Internet does offer VOIP services when requested. If a customer request VOIP service that utilizes a NLOS unit, they are given a VOIP test unit to try to one week. If they are satisfied with the quality of the service they can purchase the service.

**Commercial Terms**

ISPs must disclose the commercial terms of its broadband Internet access service including those listed below.

Pricing:

Service plans and fees may be found on our website (<http://www.fast-air.net>) under **Services – Plans**. Usage overage rates are also provided on this page.

Privacy Policies:

Fast-Air Internet does not maintain any history of customer's browsing information or network traffic except if legally requested by Local, State, or Federal Authorities. We do not give out any customer information of any kind to any third parties.

Redress Options:

Fast-Air Internet addresses customer complaints in a timely and fair manner.

**FCC Notice**

If a customer believes that these open Internet rules are not being met, the customer may file an informal complaint at the Federal Communications Commission. The FCC urges customers to submit any complaints via its website at the following address: <http://esupport.fcc.gov/complaints.htm>. Customers may also file a formal complaint at the FCC using Part 76 of the Commission's rules.

**Additional Disclaimers**

The Open Internet Rules, as adopted, and these Open Internet Principles are not intended to affect, alter or otherwise supersede the legal status of cooperative efforts by broadband Internet Access Service Providers and other service providers that are designed to curtail infringement in response to information provided by rights holders in a manner that is timely, effective, and accommodates the legitimate interests of the company, rights holders, and end users. Furthermore, the FCC's Open Internet Rules, as adopted, and this company's Open Internet Principles do not prohibit the company from making reasonable efforts to address the transfer of unlawful content or unlawful transfers of content. For additional information, please review the Wireless Access Agreement for our Acceptable Use Policy.