

## **Open Internet and Transparency Policy of SonicNet 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 (Subscriber Use Agreement).

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:**

SonicNet does not impose data limits for individual customers, however SonicNet does reserve the right to monitor traffic patterns and adjust network settings for short periods of time as may be necessary to ensure optimal bandwidth performance for all customers. In general, SonicNet's network management approach is open access for all customers.

Application-Specific Behavior:

SonicNet does not impose blocking or rate-controls on specific protocols or protocol ports. SonicNet does not inhibit or favor certain applications or classes of applications.

Device Attachment Rules:

Customers may connect any device to the network except servers, as noted in the Subscriber Agreement.

Security: SonicNet employs industry standard measures to protect its core network. Customers should maintain security for their devices connected to SonicNet's network.

**Performance Characteristics**

ISPs must disclose the following network performance characteristics:

Service Description: SonicNet provides wireless broadband Internet access using the unlicensed frequencies of 900MHz, 2.4GHz and 5GHz, as well as licensed frequencies of 3.65GHz and 11GHz. The network is routed and can be managed remotely for fastest adjustments in the case of performance issues. Expected and actual speeds are consistent with those stated on the Services page of the Web site at [www.sonicnet.us](http://www.sonicnet.us). Latency is typically between 30 and 60 ms. The service does not differentiate between voice and data transmissions and is therefore not guaranteed to provide uninterrupted VoIP service. VPN connections work very well, and video works best at the higher-speed packages.

Impact of Specialized Services: No specialized services are currently being sold to end users.

**Commercial Terms**

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

Pricing: See Services page of the Web site at [www.sonicnet.us](http://www.sonicnet.us).

Privacy Policies: Customer browsing information is stored for a maximum of 30 days on specific equipment. It can be deleted any time the end user equipment is rebooted. We do not inspect network traffic as it pertains to certain Web sites and we do not provide any third parties with any information other than valid requests from law enforcement agencies.

Redress Options: All complaints and calls are handled by our support staff. They first diagnose remotely with the customer what may be the problem. They will have the customer perform certain tasks to help identify the issue. If it is determined that the issue cannot be resolved remotely, a technician will go on site and repair any problems.

**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 Subscriber Use Agreement.