

Open Internet Principles of CKS Wireless, 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:

CKS Wireless does not use specific congestion management practices. Instead, it prioritizes traffic based on type, i.e. VoIP, Web, email, Skype, Netflix. Traffic has different priorities assigned to it and this determines how much of the total bandwidth that particular type of traffic gets. VoIP, Web, and email traffic are higher priority than Netflix or sustained file downloads. If the higher priorities are not using all of their

assigned bandwidth, the lower priority traffic can borrow bandwidth, until the higher priority traffic needs it again.

Application-Specific Behavior:

CKS Wireless does not block any applications that are not dangerous to its network.

Device Attachment Rules:

CKS Wireless limits servers being installed on the network, unless there is a competent system administrator managing that server to provide patches and keep the server running properly.

Security:

CKS Wireless monitors and attempts to block all malicious activities at the core firewall level. These include SSH dictionary attacks, known malicious programs and similar malicious activities from entering the network. The firewall looks for repeated login failures from addresses that are outside of the network and adds those IP addresses to different blacklists for varying amounts of time, based on the type of intrusion attempt.

Performance Characteristics

ISPs must disclose the following network performance characteristics:

Service Description:

CKS Wireless uses a mixture of 2.4 GHz, 900 MHz, and 5.8GHz Ubiquiti and Cambium Networks radios to provide access speeds from 384 Kbps to 20 Mbps. Latency from the most remote point to the core of the network is generally less than 15 ms. All of our services, except for some 900 MHz offerings, are suitable for VoIP and other real-time applications. Those determinations are made at the time of install and are based on signal level and noise floor. Customers are informed of the determination.

Impact of Specialized Services:

CKS Wireless does not offer any specialized services. Generally, there is no degradation of service caused by specialized services purchased by customers from third parties. Performance degradation could occur if multiple end users, on the same sector, were simultaneously using bandwidth intensive applications.

Commercial Terms

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

Pricing:

See www.ckswireless.com for pricing information.

Privacy Policies:

Customer browsing history is not stored by CKS Wireless, Inc. Port and protocol information is the only information that is collected. No traffic information is provided to

third parties, unless requested by a law enforcement official possessing the proper legal paperwork.

Redress Options:

Customer issues are timely handled on a case by case basis. For technical issues, we generate a work order and furnish the work order to either the Network Administrator (for remote help) or a Field Technician (for on-site help) and solve the problem to the customer's satisfaction.

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.