

Open Internet Principles of AirLink Internet Services, LLC

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 such as AirLink Internet Services, LLC (“AirLink”) 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;
- No unreasonable discrimination. Fixed broadband providers may not unreasonably discriminate in transmitting lawful network traffic, and;
- 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:

AirLink Internet Services uses PRTG Network Monitoring to collect, store and review traffic loads in real time throughout the AirLink network. We also use QoS to mitigate any potential network congestion. All traffic is subject to management. The purpose of network management is to deliver the best Internet

service to all of our subscribers. In most cases, subscribers will not notice any effects of our network management. If a particular network segment reaches 80% of capacity, QoS rules are used to prioritize and manage traffic. AirLink has no usage limits or data caps.

Purposes served by congestion management practices:

To provide all customers reliable Internet access during peak usage hours.

Application-Specific Behavior: AirLink does not block or rate-control lawful subscriber applications. For security reasons we do block certain ports and protocols from inbound transit only. Outbound transit from our subscribers is unaffected.

Device Attachment Rules: AirLink has no restrictions on types of devices.

Security: The AirLink network is protected by interactive firewalls at each of our core routers. All wireless transmissions including tower to tower backhubs and tower to subscriber links are protected by WPA2-AES encryption.

AirLink uses various tools and methods to protect the security of its network and, in turn, its customers. AirLink has implemented several network-based security tools designed to identify and block malicious activity. AirLink monitors for unusual login, firewall, and other specific malicious network activity on its network. AirLink employs various practices which include temporarily blocking certain traffic if malicious activity is detected, if traffic volumes exceed certain baseline metrics, if the source of the traffic is potentially harmful to its customers, or if traffic is known to be associated with illegal behavior. AirLink may block specific ports, Internet Protocol addresses, and cancel or suspend customer accounts used to host malicious websites, send phishers or spam, launch malicious attacks, or attempt to steal customer information. In order to maintain the integrity of its network and security programs, AirLink does not disclose the specific details about its security tools and methods.

Performance Characteristics

ISPs must disclose the following network performance characteristics:

Service Description:

Technology:

AirLink designs and deploys fixed wireless Internet service in the state of Oklahoma. Our wireless service uses the following licensed and unlicensed frequencies: 900MHz, 2.4GHz, 3.65GHz, 5GHz, 11GHz, 18GHz and 24GHz. We offer residential service plans from 3Mb to 15Mb with latencies from 16ms to 70ms. All of our services are suitable for real-time applications. All AirLink service offerings are described as “best-effort” and are not guaranteed. Actual

bandwidth availability for any customer may vary depending on peak usage times, access point capacity, and customer-owned equipment.

Suitable applications:

AirLink's fixed wireless broadband service is suitable for real time applications such as VOIP, Gaming, remote desktop, VPN, etc.

Impact of Specialized Services: AirLink is a VoIP service reseller. Except for VOIP service, AirLink does not provide any other specialized service. VOIP bandwidth is shared with other devices on a customer's purchased Internet package. A customer's broadband Internet access may be affected while using their VOIP service.

Disruptions: AirLink does not guarantee uninterrupted service. AirLink will not and cannot be responsible for any disruption of service due to power outages, equipment malfunctions, customer-induced issues, or any natural or unnatural causes beyond AirLink control. AirLink will make every reasonable effort to restore service as quickly as possible. AirLink does not guarantee a refund or service credit for loss of service. The Subscriber acknowledges and agrees that the service is not intended to be, and will not be used as, your primary or "life-line" telecommunications service.

Commercial Terms

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

Pricing: AirLink will only install Internet service after our technicians have determined that the signal quality is adequate. Service availability is subject to signal quality, terrain, physical obstruction, and local interference. Please refer to <http://airlinkinternet.net/business.html>

Taxes, fees, & other assessments: Subscriber is fully responsible for all federal, state and local taxes, fees, surcharges, and other assessments that are imposed on the services and equipment. This Agreement sets forth the entire agreement of the parties and may be amended only in writing signed by the party to be bound thereby. Failure to pay any charge due AirLink or to return AirLink's equipment shall entitle AirLink to take legal action to recover the same, and Subscriber will be liable for and shall pay AirLink (i) all expenses incurred in connection with collection of all amounts in arrears and (ii) reasonable attorney fees of 25% of the balance owed to AirLink.

Privacy Policies: AirLink does not monitor or store customer browsing information and we never share any customer information with any third parties. Network packet inspection is performed by our core routers in order to implement QoS rules. AirLink does not perform deep packet inspection. No information is provided to third parties.

Redress Options: AirLink will expeditiously address all customer complaints. AirLink maintains open office hours where support staff can be reached by email or phone at 918-853-5994 to receive and respond to end-user and edge user questions and complaints from 8:00am to 6:30pm Monday through Friday. Contacts received during these open hours are responded to the day of receipt. Any question or complaint that cannot be resolved through initial contact is forwarded on to upper management staff for resolution.

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 Acceptable Use Policy.