

Open Internet Statement

SATELLITE WORKS Consumer Broadband Disclosure

SATELLITE WORKS LLC. ("SATELLITE WORKS") supports the Open Internet, and is committed to offering reliable access services that will allow our customers to take full advantage of all of the lawful content and services available on the Internet. At the same time, we are committed to an excellent customer experience, and we may engage in reasonable network management practices on our broadband Internet access services and devices (the "Services").

The purpose of this disclosure is to provide information regarding the network management practices, performance characteristics, and the commercial terms of our broadband Internet services to enable you to make informed choices regarding the purchase and use of our services, in accordance with the open Internet policies and rules of the Federal Communications Commission. This document is intended to be informational and does not replace or alter the legal terms and conditions of our service.

Our description of these network management practices—and those of our underlying carriers—are for informational purposes only and are subject to change at any time. Please check back regularly for updates.

SATELLITE WORKS strives to keep its customers fully informed of SATELLITE WORKS's network operations by taking the following steps:

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Congestion Management. SATELLITE WORKS strives to provide our customers with superior access to the Internet via the resale of our underlying carriers' networks. However, because bandwidth is a limited resource, it is essential that SATELLITE WORKS and SATELLITE WORKS's underlying carriers reasonably manage network resources to promote the use and enjoyment of the Internet by all of our customers. SATELLITE WORKS uses industry-standard methods to allow our customers to get the optimum use from our network, while preventing our customers from being subjected to risks that degrade service. As a reseller, we have very limited ability to influence the network management decisions of our underlying carriers. When congestion occurs, subscribers may experience reduced throughput or speed compared to non-congested times. Your data may be subject to our underlying carriers' network management and open Internet practices.

Management of Your Service. No matter which SATELLITE WORKS Internet service offering you choose, you may access and use the legal content, applications and services of your choice regardless of their source. You may also connect with your choice of technically-compatible devices, so long as they are legal, permitted by the underlying carrier of SATELLITE WORKS to which you seek to connect your device to, and do not disrupt SATELLITE WORKS's networks or harm other users.

Privacy and Security. SATELLITE WORKS takes the security of our subscribers very seriously. Our underlying carrier(s) proactively monitor network activity to help guard against a wide range of security threats, including viruses, botnets, worms, distributed denial of service attacks, SPAM, and other harmful activity. However, due to the inherent nature of the Internet as an open global communications vehicle, and our role as a reseller, we cannot guarantee that information, during transmission through the Internet or while stored on our system or otherwise in our care, will be safe from intrusion by others, such as hackers. We therefore urge our customers to employ their own industry-standard tools and generally accepted best practices and policies to protect themselves from spam, phishing, and other unwanted or harmful online content and activities.

Performance Characteristics. SATELLITE WORKS offers mobile broadband Internet access service using its underlying carriers' LTE, 4G, and 3G networks. These networks are designed to be suitable for real-time applications, including voice and video applications. However, actual network experience may vary depending on a variety of technical, geographic, environmental, and other factors.

Speed, as used here, means the average rate at which data packets are successfully delivered to their destination on the communications network. Latency, as used here, is the time that a data packet takes to travel from one point to another on the Internet, expressed in terms of round-trip time. Typical speeds—expressed in megabits per second (“Mbps”)—and round-trip latency—expressed in milliseconds (“ms”)—are as follows:

Technology	Download Speed (in Mbps)	Upload Speed (in Mbps)	Latency (in ms) Round-Trip
3G	.5 to 3	.5 to 1	107 to 223
4G	2 to 6	.8 to 1	85 to 166
4G LTE	5 to 20	3 to 10	57 to 95

Technology	Download Speed (in Mbps)	Upload Speed (in Mbps)	Average Latency (in ms) Round-Trip
3G	.6 to 1.4	.35 to .5	160
4G LTE/LTE Plus	6 to 30	2 to 3	less than 60

Technology	Download Speed (in Mbps)	Upload Speed (in Mbps)	Latency (in ms) Round-Trip
3G	.4 to .7	.1 to .25	100 to 450
4G	2 to 6	.5 to 1.8	60 to 180
4G LTE	7 to 40	4 to 20	35 to 90

Technology	Download Speed (in Mbps)	Upload Speed (in Mbps)	Latency (in ms) One Way
3G	.6 to 1.4	.5 to .8	less than 120
4G LTE	5 to 12	2 to 5	less than 50

SATELLITE WORKS may advertise speeds and latency up to maximum speeds expected to be achieved through the device over our underlying carriers' networks. Several factors—including capacity constraints, network availability, environmental conditions, your device, whether you are tethering from a separate device, or the network management practices of our underlying carriers—may impact the actual speed and latency that you experience at any given time.

Traffic Information. We may monitor traffic for our own internal purposes, including, but not limited to, billing, internal metrics, and preventing fraud, abuse, and illegal activity on our network, as permitted by law. We do not monitor traffic information through deep-packet inspection. We do not share any traffic information with unaffiliated third parties for non-network management purposes without your consent.

Commercial Terms. SATELLITE WORKS has a variety of service plans to meet your individual needs and budget. We are continually working to develop our services to meet your internet access demands now and in the future. When we offer new online services, we will provide the characteristics, capabilities and terms of such new service offerings to allow you to make knowledgeable choices about which services make the most sense for you. SATELLITE WORKS will continue to provide you with accurate and relevant information in plain language so you can make informed choices.