

Open Internet Policy (as of June 2018)

Network Management Practices & Performance

The Federal Communications Commissions (“FCC”) has adopted rules to preserve the Internet as an open platform. Recently they have also revised this to require ISP’s to be transparent on things such as network management practices, performance and commercial terms of service.

Unggoy Broadband LLC (UB) provides fixed wireless broadband internet to its customers. UB manages its network in such a way as to deliver an optimal internet experience to all customers. In order for our customers to thrive and innovate, they must be able to make well informed decisions about what they are going to receive from their ISP (internet service provider). We strive to utilize our network management tools to maximize our available resources fairly among all customers while maintaining security.

-Blocking

Blocking is described as any practice that blocks or otherwise prevents access to lawful content, applications, service, or non-harmful devices

Unggoy Broadband LLC does not block any lawful content, applications, service or non-harmful devices. Unggoy reserves the right to block or restrict any traffic or content that could disrupt or threaten security or other network services without notice, based up discretion of network management team.

-Throttling

Throttling is described as any practice that degrades or impairs access to lawful internet traffic on the basis of content, application, service, user or use of non-harmful devices.

Unggoy Broaband LLC does not participate in any type of throttling activity.

-Affiliated & Paid Prioritization & Congestion Management

Affiliated Prioritization is described as the practice of directly or indirectly favors some traffic over other traffic through traffic shaping, prioritization, or resource reservation in exchange for consideration, monetary or otherwise.

Unggoy Broadband does not participate in any type of affiliated or paid prioritization. Any routing, shaping and prioritization is done for improved quality of service and performance.

-Congestion Managment

Congestion management is described as any steps taken to managing the traffic on the network, specifically for preventing congestion that would diminish service quality and end-user experience.

Our Customers are subject to the maximum connection speeds for which they have elected. In a manner consistent with the Unggoy Privacy Policy, Unggoy monitors network traffic to ensure capacity is sufficient to maintain an efficient network load, to perform diagnostics and to otherwise manage and enhance our network. Unggoy may give priority, on an unpaid basis to interactive or critical classes of traffic such as VoIP, traffic essential to the efficient operation of the Unggoy network, and traffic related to the accounts of commercial Customers or Customers with dedicated connections. Unggoy's congestion management practices are in place to ensure that all Customers experience high quality service. If Unggoy determines, in its sole and reasonable discretion, that the manner in which a Customer is using the Service negatively impacts other Customers or the Unggoy Network, Unggoy reserves the right to apply additional congestion management techniques. **Unggoy's service is provided on a "best efforts" basis.** We do not guarantee any subscribed speed or latency parameters. Certain circumstances may affect the speed and quality of Service, including but not limited to weather, subscribers/end-users devices (routers, computers etc.), web sites or servers on the internet traffic, foliage, line-of-sight obstructions, the distance between a Customer and the transmission point and the connection of multiple devices to the Unggoy network. Unggoy Broadband uses a network routing management protocol called CoDel ("coddle"). "CoDel is a scheduling algorithm designed to limit congestion and delays. (<https://en.wikipedia.org/wiki/CoDel>) Specifically, Unggoy Broadband utilizes a proprietary program which maps and manages the CoDel algorithm. This method allows us to track average latency and congestion throughout the network. Unggoy, in a best effort to provide optimal speed and ideal latency, monitors this daily and makes adjustments as needed to the network. Unggoy reserves the right to implement congestion management practices as needed in order to provide optimal service and quality to all customers.

-Application Specific Behavior

Application specific behavior is when an ISP blocks or rate controls specific ports or protocols, or otherwise inhibits or favors certain applications or classes of applications.

Unggoy Broadband does not participate in blocking any application specific content, ports or protocols unless necessary for network security. (*See *Security* section) Unggoy reserves the right to block or limit access to any applications that Unggoy determines, in Unggoy's sole and reasonable discretion, may expose Unggoy to potential legal liability, harm the Unggoy network or otherwise interfere with or impair the experience of other Customers on the Unggoy network

-Device Attachment Rules

Device attachment rules is defined as any restriction on type of devices or approval procedures for devices to connect to the network.

Unggoy Broadband does not have any restriction on device attachments. Any legal, non-harmful devices are permitted without restriction. If Unggoy determines, in Unggoy's sole and reasonable discretion, that the connection of a particular type of device to the Unggoy network negatively impacts other Customers or the Unggoy network, or may expose Unggoy to potential legal liability, Unggoy reserves the right to limit or restrict Customers' ability to connect such type of device to the Unggoy network.

-Security*

Security refers specifically to any practices in place on the network intended security and privacy.

The Unggoy network is designed in a manner that is intended to prohibit third parties who are not served by the Unggoy network from initiating connections to Customers on the Unggoy network if Unggoy has not allocated a public IP address to that Customer as provided in Section 8 of the Unggoy Service Agreement. Unggoy may prohibit certain activity on the Unggoy network that Unggoy deems, in Unggoy's sole and reasonable discretion poses a potential risk to Unggoy's network or to other Customers. Triggering conditions may include denial of service activity (DDOS), IP address or port scanning and excessive account login failures. If Unggoy notices excessive Customer connections that is harmful or disrupts the normal use of the Unggoy network for other Customers, Unggoy will attempt to notify the Customer to work collaboratively to remedy the issue; however, Unggoy reserves the right, without advance notice, to block any Customer's traffic that Unggoy determines, in Unggoy's sole and reasonable discretion, may cause harm to the Unggoy network or to other Customers, until the issue is addressed to Unggoy's satisfaction. Unggoy Broadband maintains security standards set out in Payment Card Industry Data Security Standard. We maintain PCI compliance for the purpose of secure payment transmission/transactions. Beyond this security protocol, Unggoy Broadband does not limit any lawful or non-malicious activity on the network. Any user specific malicious activity or suspicious activity may be restricted based on best practices/discretion of network security engineers. *(See Terms of Service and Internet Policy)

*<http://www.unggoybroadband.com/legal-documents>

Performance Characteristics

Unggoy Broadband utilizes network management practices that are intended to tailor service for our customers and achieve legitimate and optimal internet service.

Service Description

PRICE:

Unggoy Broadband's internet service is a fixed, wireless internet service. A current description of our residential and business service offerings with pricing may be found at www.unggoybroadband.com. All of our service offerings are unlimited for data usage. As per above, Unggoy Broadband reserves the right to limit usage however if there is any suspicious or malicious activity, (as set forth in the Service Agreement.) Our service is intended to support video streaming or gaming with appropriate service plan election. (Stream On plan and above)

Privacy Policy:

Unggoy's current Privacy Policy is available here: <http://www.unggoybroadband.com/#!/legal-documents/cmgs>

Redress Options:

Unggoy endeavors to respond to all Customer concerns and complaints in a timely and fair manner. Unggoy encourages Customers to contact Unggoy at 800-850-7481 to discuss any complaints or concerns as they arise. Written complaints should be addressed to info@unggoy.net.

Disputes And Arbitration: The Unggoy Service Agreement requires the use of arbitration to resolve disputes and otherwise limits the remedies available to Customers in the event of a dispute.

FCC Notice:

Unggoy Broadband Open Internet Policy as of June, 2018

If a Customer believes that Unggoy is not complying with the FCC's rules, the Customer may file an informal complaint with the FCC. 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 formal complaints with the FCC pursuant to Part 76 of the FCC's rules.

Additional Disclaimers This Open Internet Policy does not affect, alter or otherwise supersede the legal status of cooperative efforts by Unggoy 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, this Policy does not prohibit Unggoy from making reasonable efforts to address the transfer of unlawful content or unlawful transfers of content. For additional information, please review the Service Agreement.