



## Satellite Broadband Fair Access Policy (FAP)

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At Sonic.net, our goal is to give each of our customers the fastest service possible at the lowest possible price. We are always striving to develop programs and policies that help make that possible. Our Fair Access Policy is designed to impact the fewest customers while helping ensure the best speeds for the vast majority of our customers.

Sonic.net has documented that a small percent of customers account for a disproportionate share of the data usage on the Sonic.net network. To ensure that all Sonic.net customers have equitable access to the Sonic.net network, Sonic.net has implemented a Fair Access Policy (or "FAP"), Sonic.net sets usage thresholds on the amount of data you can upload and download within stated time periods. If you exceed these thresholds, Sonic.net will temporarily limit the speed at which you can send and receive data over the Sonic.net access network. You will still be able to use the Sonic.net Internet access service but your speed will be slower. Sonic.net may use other traffic management and prioritization tools to help ensure equitable access to the Sonic.net network for all customers. Your Sonic.net Internet access is not guaranteed and is subject to this FAP.

Based on an analysis of typical customer, we have set a rolling 30-day limit on the data usage per customer, called a Usage Threshold. As shown in the table below, this threshold varies based on the service plan you selected. For each service place, the Usage Thresholds are significantly above the amount of data usage ("Actual Usage") to determine if your total Actual Usage, as aggregated over the previous 30 days ("Usage Total"), exceeds the Usage Threshold for the service plan you selected.

We will notify you via your Sonic.net contact email address if your Usage Total reaches 80% or more of the Usage Threshold. If at any time your Usage Total is above the Usage Threshold, your usage has violated the FAP and we will reduce your Sonic.net access speeds, typically to 128 kbps in the downstream (from the Internet to you) and 28 kbps in the upstream (from you to the Internet). Once your speeds have been reduced, you must decrease your usage to bring your Usage Total to 70% or less of the Usage Threshold. Once your Usage Total reaches this level, your access speeds will be restored to the original speed levels by the next day.

If, however, you do not decrease your Usage Total to 70% or less of the Usage Threshold within the next 30 days, this failure will constitute a second FAP violation. If you violate the FAP in each of four consecutive months or in each of five calendar months within any twelve month period – whether by exceeding the monthly Usage Threshold or by remaining in a reduced-speed status – your speeds will be reduced and your access will be restricted to Web browsing activities and to sending and receiving e-mail. Again, once you reduce your Usage Total to 70% of your Monthly Usage Threshold, your speeds and access will return to normal.

You are likely to avoid any limitations imposed by the FAP if your use is typical of the majority of Internet users and consists primarily of Web surfing and reasonable amount of downloading. The table below shows the monthly Usage Threshold for each plan. These limits specify the amount of data that you can upload and download before your access speed is reduced. Please note that your Usage Total is far more likely to exceed the Usage Thresholds below if you use peer-to-peer file sharing programs, you use a webcam or you download full length movies, large quantities of music files, full software applications or similar high-bandwidth activities.

## Sonic.net Monthly Usage Thresholds

### Residential Products

	Value	Select	Pro
Upload Threshold (MB) <sup>1</sup>	2,300	3,000	5,000
Download Threshold (MB) <sup>2</sup>	7,500	12,000	17,000

### Business Products

	Nickel	Copper	Bronze	Silver	Gold
Upload Threshold (MB) <sup>1</sup>	500	3,000	4,000	6,000	10,000
Download Threshold (MB) <sup>2</sup>	1,000	12,000	17,000	24,000	38,000

- 1 Upload Threshold is the volume of data that can be uploaded during the previous 30 days before the Fair Access Policy may restrict user's speeds.
- 2 Download Threshold is the volume of data that can be downloaded during the previous 30 days before the Fair Access Policy may restrict the user's speeds.

*These terms and conditions state important requirements regarding your use of Sonic.net's High-Speed Satellite Broadband service and your relationship with Sonic.net. You should read them carefully as they contain important information regarding your rights and ours. If you do not agree to these terms and conditions, you may not use the service and, subject to the terms of your Customer Agreement, you must terminate your service immediately.*

*Sonic.net may revise this Fair Access Policy from time to time upon notice by posting a new version of the document on sonic.net. All revised copies of the Policy are effective immediately upon posting. Accordingly, customers and users of Sonic.net's High-Speed Satellite Broadband service should regularly visit this web site. Questions regarding this FAP and complaints of violations of it by Sonic.net customers and users can be directed to Sonic.net via support@sonic.net.*

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