**Terms and Conditions**

**Open Internet Policies**

ADVANCED WIRELESS provides Internet access services to customers on the Central Coast of California. Our Internet services are provided over the ADVANCED WIRELESS fixed broadband wireless network system. We are committed to providing our Internet services as an open platform for innovation, investment, job creation, economic growth, competition, and free expression.

The purpose of this disclosure is to provide information regarding our network management practices and the network speeds and commercial terms of our broadband Internet access 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. ADVANCED WIRELESS does not block any lawful content, applications, services, or your use of non-harmful devices, or discriminate in transmitting lawful network traffic except as reasonably necessary to manage our network effectively for the benefit of our subscribers as described below. This document is intended to be informational and does not replace or alter the legal terms and conditions of our service documentation packet you will sign upon entering a service agreement.

**Network Management Practices**

The ADVANCED WIRELESS network does not block access to or discriminate against any lawful web site, application or service. All lawful Internet use is handled identically. ADVANCED WIRELESS does not slow, throttle or shape one type of use over another.

**Congestion Management.**

ADVANCED WIRELESS is committed to providing the best online experience possible for all of its subscribers. In order to ensure the best experience, in certain circumstances, managing the network is required. ADVANCED WIRELESS Network Management techniques are tailored to ensure that under congested network conditions, all subscribers receive their fair share of the service.

Network Management is only activated when congestion is detected on the network. In regular intervals, network equipment is polled to identify what devices may be experiencing congestion. When a specific device is determined congested, the subscribers serviced from that/those network device(s) are analyzed and then managed based on plan and usage thresholds until the congestion has been alleviated, as described more fully below. Subscribers will still be able to do what they want online, in many cases activities may be unaffected, in other cases, subscribers may see reduced speed in downloads or uploads. No specific type of usage activity or subscriber aggregate monthly usage is targeted by these techniques. It is important to note that network management is temporary and based on dynamic network conditions.

ADVANCED WIRELESS also deploys “fair queuing” as a Network Management tool when congestion is present in the network. This is done by equally splitting available bandwidth across all active subscribers regardless of usage or service plan.

The Network Management practices described in this section are part of the “standard” ADVANCED WIRELESS Network architecture. ADVANCED WIRELESS acquires other broadband Internet networks on a regular basis and implements these practices as quickly as possible.

**Equipment**

Subscribers may connect to the service with any lawful, non-harmful equipment of their choice. Subscriber equipment (typically a computer or home router) connects via Ethernet Cable to the ADVANCED WIRELESS managed Customer Premise Equipment (CPE). The CPE receives the Internet wirelessly from a location near the subscriber rooftop.

**Network Security**

ADVANCED WIRELESS uses a number of tools and techniques to protect its network and subscribers from malicious and unwanted Internet traffic such as preventing the distribution of viruses or other harmful code and preventing the delivery of spam to subscriber email accounts. Because the nature of external threats to the network is constantly evolving, ADVANCED WIRELESS network security practices necessarily are dynamic and regularly changing. In general, these security practices should not have any effect on our subscribers’ use of their network connections.

**Network Speeds**

ADVANCED WIRELESS offers a range of download speeds to residential subscribers varying from 4 mbps to 30 mbps (megabits per second). The network is designed to support these speeds to help ensure that every subscriber receives the speeds to which they have subscribed. ADVANCED WIRELESS however cannot guarantee speeds at all times, as there are many factors and conditions beyond ADVANCED WIRELESS’s control that can affect Internet performance. Some of these external factors and conditions are:

a. Performance of subscriber computer and/or router
b. Type of connection to ADVANCED WIRELESS Customer Premise Equipment (i.e. WIFI)
c. Congestion of web sites and services on Internet
d. Web site or service limiting speeds on the Internet
e. Internet performance outside of the ADVANCED WIRELESS Network

ADVANCED WIRELESS Internet packages are advertised as “up to” certain speeds reflecting performance under ideal conditions. Without purchasing an expensive “dedicated” Internet connection, no Internet Service Provider can guarantee package speeds at all times.

**Prices and Other Terms of Service**

ADVANCED WIRELESS has multiple levels of Internet service available.  Please call our office if you have any questions.

**Internet Privacy Policies**

ADVANCED WIRELESS values the privacy of our Internet subscribers and follows procedures to ensure that information we collect is reasonably protected. Additional details concerning the types of information ADVANCED WIRELESS collects,

**Questions / Complaint Process**

Please call our office at 800.660.3178.