Breezeline Mobile wireless service ("Breezeline Mobile" or "Service") utilizes Wi-Fi service – both Breezeline home WiFi and Wi-Fi provided by other Internet Service Providers ("ISPs"). When not connected to Wi-Fi, the Service utilizes our carrier partner's mobile broadband Internet access service network and is subject to its network management practices and controls. The disclosures below reflect, where appropriate, those practices and controls. These disclosures do not describe the practices, characteristics, or terms that apply when our customers are using roaming partner networks.

Network Management

Breezeline does not discriminate against lawful internet content, applications, services, or non-harmful devices. Breezeline uses the following measures to further its commitment to providing optimal Breezeline Mobile service to customers, subject to reasonable network management practices:

- *No Blocking*

Breezeline does not block or otherwise prevent access to legal content, applications, services, or nonharmful devices. Breezeline does engage in reasonable network management practices as described below.

- *No Throttling*

Breezeline does not impair or degrade lawful internet traffic on the basis of content, applications, services, or non-harmful devices. Breezeline does engage in reasonable network management practices as described below.

- *No Affiliated Prioritization*

Breezeline does not directly or indirectly favor some traffic over other traffic, including through use of techniques such as traffic shaping, prioritization, or resource reservation, to benefit an affiliate.

- *No Paid Prioritization*

Breezeline does not directly or indirectly favor some lawful internet traffic over other lawful internet traffic in exchange for consideration of any kind, monetary or otherwise.

- *Congestion Management*

Breezeline Mobile service strives to provide customers the best experience when using our carrier partner's network. However, an individual user's experience will vary depending upon many factors, including the network (4G LTE, 5G, or 5G Ultra Wideband) available in the customer's location, performance of the mobile device in use, and the data option the customer has selected.

Certain customers may experience slower data speeds during periods of congestion on our carrier partner's cellular network. Once the demand on the cellular network lessens, your speed will return to normal.

The 4G LTE, 5G, and 5G Ultra Wideband networks of our carrier partner use optimization and transcoding technologies to transmit data files in a more efficient manner to allow available network capacity to benefit

the greatest number of users. These techniques include caching less data, using less capacity, sizing video files more appropriately for mobile devices, and optimizing video viewing, which can involve managing video resolution and throughput.

Customers utilizing Breezeline home Internet service or other Wi-Fi service on their mobile device will have text, image, and video files delivered over Wi-Fi at the native resolution. On Breezeline home Internet service, Breezeline uses reasonable network management practices that are consistent with industry standards. You can find out more about Breezeline home Internet service network management practices in our Breezeline High Speed Internet Network Management Practices. When Breezeline Mobile service customers are connected to another ISPs' WiFi, congestion management practices will vary by the provider.

With respect to default resolution for streaming video on all customer mobile devices operating on a 4G LTE, 5G network, or 5G Ultra Wideband, Breezeline has established the following options, detailed below.

- *For customers on the Start Mobile, Smart Mobile, and Unlimited Mobile data options, Breezeline has established 480p as the default resolution for streaming video on all phones.*

- *Unlimited+ Mobile customers will have 720p as the default resolution on smartphones and will be able to toggle to 480p resolution to reduce data usage.*

Content Access

Breezeline provides its customers with full access to all lawful content, services, and applications and is committed to protecting customers from spam, phishing, and other unwanted or harmful online content and activities. Breezeline employs established industry tools and adheres to widely accepted best practices and policies to uphold this commitment. Whenever these tools and policies detect certain online content as potentially harmful or unwanted, such as spam or phishing websites, Breezeline typically prevents this content from reaching its customers. Breezeline limits the number of login, SMTP, DNS, and DHCP transactions per second (at levels far above 'normal' rates) that customers can send to Breezeline's servers in order to protect them against Denial of Service (DoS) attacks. The specific rate limits are not disclosed to maintain the effectiveness of these protective measures.

Network Traffic

Breezeline does not block Peer to Peer (P2P) network traffic or applications like BitTorrent, Gnutella, or others as part of its current mobile network management practice, however, Breezeline and its carrier partner deploy certain measures to enforce the provisions of the Digital Millennium Copyright Act (DMCA). Breezeline also does not prioritize any type of network traffic in a preferential manner. In order to protect its customers, Breezeline blocks a limited number of ports that are commonly used to send spam, launch malicious attacks, or steal a customer's information.

Limitations on Mobile Devices That Can Be Attached

You may activate a mobile device that Breezeline has certified to be compatible with its network. You can check your mobile device compatibility here. Please note that Breezeline will not be able to determine if

your device is locked by your existing carrier or whether it is still subject to your existing carrier's device purchase plan.

Subject to the mobile device's capabilities, you can use your Breezeline Mobile to create a mobile hotspot or tether your mobile device to other connected devices. These practices are subject to the terms, conditions, and data pricing options of your Service and the network management practices and controls of our carrier partner. If you are on the Start Mobile, Smart Mobile, or Unlimited Mobile data option, mobile hotspot data is available only with an additional purchase of 1 GB or 3 GB hotspot data package, subject to current pricing. Your tethered mobile device will receive 4G LTE/5G speeds with the hotspot data package purchase. If you are on the Unlimited+ Mobile data option, you will receive 4G LTE/5G speeds for your first 5 GB of mobile hotspot usage on a tethered mobile device. As an Unlimited+ Mobile customer, you can also opt to purchase additional mobile hotspot 1 GB or 3 GB data packages. For all data options, speeds will be subject to the maximum speeds the tethered mobile device receives. See "Price, Data Usage, and Other Fees" below for more information on these data options.

Network Security

Breezeline manages its mobile broadband access service network to deliver the best possible wireless broadband internet experience to all of its customers. Breezeline uses various tools and techniques to manage its network, deliver its service, and ensure compliance with the Mobile Acceptable Use Policy. In the absence of efficient network management, customers could be vulnerable to the adverse impacts of spam, viruses, security threats, network congestion, and other potential risks or disruptions in the service quality. Network management activities may include actions like recognizing spam and preventing its delivery to customer email accounts, detecting malicious internet traffic and preventing the distribution of viruses or other harmful code or content. Additionally, Breezeline may need to employ other tools and techniques as necessary in order to deliver the best possible mobile service experience to all of its customers.

Our carrier partner blocks a limited number of internet addresses that are disruptive or malicious and typically persistent, based on analysis and third-party intelligence. Our carrier partner does not block sites based on content or subject, unless the internet address hosts unlawful content. Our carrier partner regularly reviews and modifies the list of blocked internet addresses, taking any off the list that are no longer perceived as a threat.

If you would like information about access to a particular internet address through Breezeline Mobile, please contact the company at 888-536-9600.

Performance Standards

- *Over Mobile Network.* Breezeline Mobile service offers wireless broadband internet access services to its customers over 4G LTE, 5G, and 5G Ultra Wideband mobile broadband networks. Based on our carrier partner's internal testing and testing commissioned from third-party vendors, Breezeline expects customers will experience the following speeds on the Breezeline Mobile service:
  - o 5G Ultra Wideband network (when and where offered): typical download speeds of 90170 Mbps and upload speeds of 15-30 Mbps;

       o   5G mobile network (when and where offered): typical download speeds of 35-158 Mbps and upload speeds of 3-21 Mbps; and

       o   4G LTE network: typical download speeds of 11-64 Mbps and upload speeds of 1-10 Mbps.

Latency is another measurement of wireless broadband internet access service network performance that refers to the time it takes for a packet of data to travel from one designated point to another on a network. As many communication protocols depend upon an acknowledgement that packets were received successfully, or otherwise involve the exchange of data packets between points on the network, latency is often measured by round-trip time. Certain applications, like high-definition multiplayer online games, are particularly sensitive to latency. Latency is typically measured in milliseconds, and generally has no significant impact on typical everyday internet usage. With respect to latency for use of real-time data applications, Breeezeline expects network-to-device (round-trip) latency for the Breezeline Mobile service to be less than 30ms on the 5G Ultra Wideband network, 24-32ms on 5G network, and 28-47ms on 4G LTE network. Since our service utilizes our carrier partner's mobile network, and is thus subject to its limitations, these expected latency levels may not reflect the actual latency that you experience.

In accordance with FCC rules, labels describing key features of Breezeline Mobile's service options (in machine-readable format) are posted at https://mobile.breezeline.com/broadband-facts.

You must be using a 5G compatible mobile device and be within the 5G coverage area to access the 5G and 5G Ultra Wideband network. You must be using a 4G LTE compatible mobile device and be within the 4G LTE coverage area to access the 4G LTE network. Customers with 5G mobile devices will access the 4G LTE network where it is available outside the 5G and 5G Ultra Wideband coverage area. Whether you experience these speeds depends on many factors, including, among others, the type of mobile device, the programs running on the mobile device, your location, and how many other customers are attempting to use the same spectrum resources (including both wireless broadband internet access and other nonbroadband internet access services that share the network), and subject to the applicable congestion management techniques described above. As noted above, the connection speeds of a tethered mobile device will vary depending on your data option. For all data options, speeds will be subject to the maximum speeds the tethered mobile device receives.

- *Over Breezeline home Internet service*. The results above do not reflect the Brezeline Mobile service experienced by customers connected to Breezeline home Internet service. Performance over any Wi-Fi network, including Breezeline home Internet service, may vary based on any number of factors, such as, but not limited to, the number of other customers trying to use the same Wi-Fi router at the same time, performance of your mobile device, your Wi-Fi receiving antenna, your distance to the Wi-Fi router, attenuation from walls and foliage, and interference from other devices using the same spectrum. Wi-Fi uses spectrum that the FCC has allocated for "unlicensed" use, which means that use of this spectrum is not protected from interference from other devices using the same spectrum in the same geographic area. Therefore, Wi-Fi connection through your Breezeline home Internet service is provided on a "best efforts" basis. When not connected to Breezeline home Internet service, Breezeline Mobile service will attempt to connect over our carrier partner's mobile wireless broadband internet access service network. Additional information on Breezeline home Internet service is available in our Breezeline High Speed Internet Network Management Practices.

- *Other services on the network.* Breezeline Mobile service uses our carrier partner's wireless broadband internet access service network and shares that network with those services and other non-broadband internet access services that our carrier partner offers. When accessing Breezeline Mobile service via Breezeline home Internet service, no services other than broadband internet access service are delivered via the access point. When accessing Breezeline Mobile service via another Wi-Fi network, users may share those Wi-Fi networks with other services that Breezeline does not know about or manage. As such, Breezeline Mobile service cannot predict other services that may share those Wi-Fi networks.

Data Usage

Start and Smart Mobile data plans have a data limit and a data cutoff. Data Usage speeds for the Start Mobile and Smart Mobile data plans are reduced to a maximum of 128 Kbps combined up- and download on any line that exceeds the provisioned cellular data usage (either 1 GB or 10 GB of data usage) in a month. When data cut off is reached (3 GB for Start Mobile and 15 GB for Smart Mobile), data usage is shut off for the remainder of the billing cycle.

Unlimited data is restricted to on-device smartphone usage. For the Unlimited Mobile data plan, premium speeds are reduced to a maximum of 512 Kbps combined up- and download on any line that exceeds 20 GB of cellular data usage in a month and further reduced to 128 Kbps combined up- and download on any line that exceeds 40 GB of cellular data usage in a month.

For the Unlimited+ Mobile data plan, premium speeds are similarly reduced for any line that exceeds 25 GB of cellular data usage in a month and further reduced to 128 Kbps combined up- and download on any line that exceeds 50 GB of cellular data usage in a month.

Breezeline may utilize additional network management practices, if it determines that the subscriber is violating the [Breezeline Mobile Acceptable Use Policy.](#)

Customer Information Privacy and Security

Breezeline maintains the privacy and security of all customer mobile network traffic as described above and in accordance with the [Breezeline Customer Privacy Notice](#).

Additional Information

For more information or to file a complaint about Breezeline's mobile network management practices please contact the company at 888-536-9600. If any information found within our policies and agreements located on www.breezeline.com/policies-agreements are inconsistent with this mobile network management disclosure, this disclosure controls.