

Plains Internet LLC

Open Internet Compliance Statement

The Federal Communications Commission (“FCC”) has adopted rules to preserve the Internet as an open platform (“Rules” or “Open Internet Rules”). Information regarding these Rules is available on the FCC’s website at: <http://www.fcc.gov/guides/open-internet>

Broadband Internet access providers are required to post information regarding network management practices, performance characteristics and commercial terms so that residential and business consumers can make informed choices regarding use of service and for content, application, service and device providers to develop, market and maintain Internet offerings. This Open Internet Policy sets forth certain information regarding the policies and practices of Plains Internet ISP, Inc. (“Plains Internet”). This Open Internet Policy is a supplement to and is incorporated by reference in the Plains Internet Service Agreement, and in the event of any inconsistency between the Open Internet Policy and the Service Agreement, the Service Agreement shall control.

Network Management Practices

Congestion Management: Our Customers are subject to the maximum connection speeds set forth in the Confirmation of Sale. In a manner consistent with the Plains Internet Privacy Policy, Plains Internet 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. Plains Internet may give priority on an unpaid basis to interactive or critical classes of traffic such as VoIP, traffic essential to the efficient operation the Plains Internet network, and traffic related to the accounts of commercial Customers or Customers with dedicated connections. Plains Internet may limit peer-to-peer applications to the extent Plains Internet determines, in Plains Internet’s sole and reasonable discretion, it is appropriate to maintain an efficient network load. Other factors that may affect a Customer’s experience include multiple Customer devices simultaneously downloading high-bandwidth applications and services. Plains Internet’s congestion management practices are in place to ensure that all Customers experience high quality service. If Plains Internet determines, in its sole and reasonable discretion, that the manner in which a Customer is using the Service negatively impacts other Customers or the Plains Internet Network, Plains Internet reserves the right to apply additional congestion management techniques such as [examples]. [In addition, the Plains Internet network may not support high-bandwidth video applications.]

Plains Internet’s service is provided on a “best efforts” basis. Certain circumstances may affect the speed and quality of Service, including but not limited to foliage, line-of-sight obstructions, the distance between a Customer and the transmission point and the connection of multiple devices to the Plains Internet network.

Application-Specific Behavior: Subject to the qualification that Plains Internet may reasonably limit peer-to-peer applications as set forth above, Plains Internet generally treats all lawful applications identically; however, Plains Internet reserves the right to block or limit access to any applications that Plains Internet determines, in Plains Internet's sole and reasonable discretion, may expose Plains Internet to potential legal liability, harm the Plains Internet network or otherwise interfere with or impair the experience of other Customers on the Plains Internet network.

Device Attachment Rules: Plains Internet does not limit the types of devices that can be connected to the Plains Internet network, provided they are used for lawful purposes and do not harm the Plains Internet network; however, if Plains Internet determines, in Plains Internet's sole and reasonable discretion, that the connection of a particular type of device to the Plains Internet network negatively impacts other Customers or the Plains Internet network, or may expose Plains Internet to potential legal liability, Plains Internet reserve the right to limit or restrict Customers' ability to connect such type of device to the Plains Internet network.

Security: The Plains Internet network is designed in a manner that is intended to prohibit third parties who are not served by the Plains Internet network from initiating connections to Customers on the Plains Internet network if Plains Internet has not allocated a public IP address to that Customer as provided in the Plains Internet Service Agreement. Plains Internet may prohibit certain activity on the Plains Internet network that Plains Internet deems, in Plains Internet's sole and reasonable discretion, poses a potential risk to Plains Internet's network or to other Customers. Triggering conditions include denial of service activity, IP address or port scanning and excessive account login failures. If Plains Internet notices excessive Customer connections that are harmful or that disrupt the normal use of the Plains Internet network for other Customers, Plains Internet will attempt to notify the Customer to work collaboratively to remedy the issue; however, Plains Internet reserves the right, without advance notice, to block any Customer's traffic that Plains Internet determines, in Plains Internet's sole and reasonable discretion, may cause harm to the Plains Internet network or to other Customers, until the issue is addressed to Plains Internet's satisfaction.

Performance Characteristics and Terms

Service Description and Pricing: A current description of the categories of service Plains Internet offers is available here: <http://www.PlainsInternet.com/our-services> **Cancellation Fee:** Certain of Plains Internet's service offerings require a Customer to commit to a certain term of service and require the payment of a Cancellation Fee in the event the Customer does not fulfill that commitment. The Cancellation Fee will be set forth the Customer's Service Agreement, and may be significant.

Acceptable Use: As set forth in the Service Agreement, all of Plains Internet's service offerings are subject to the Acceptable Use and Prohibited Internet Service Activities section of the Service Agreement, which we may from time to time establish or revise.

Privacy Policy: Plains Internet's current Privacy Policy is available here: www.PlainsInternet.com

Redress Options: Plains Internet endeavors to respond to all Customer concerns and complaints in a timely and fair manner. Plains Internet encourages Customers to contact Plains Internet at 806-340-7320 to discuss any complaints or concerns as they arise. Written complaints should be addressed to support@PlainsInternet.com.

Disputes and Arbitration: The Plains Internet 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

If a Customer believes that Plains Internet 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 also may 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 Plains Internet 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 Open Internet Policy does not prohibit Plains Internet from making reasonable efforts to address the transfer of unlawful content or unlawful transfers of content. For additional information, please review the Service Agreement..