

## **Xtreme5G - Open Internet Disclosures**

Xtreme5G strives to provide consumers with accessible, easy-to-understand information about the services we provide, so they can make informed decisions about which services best meet their needs. Consistent with that goal, we have established this page as a single place where consumers and others can access and review the relevant policies, agreements, and other information about our Xtreme5G services.

Additionally, the Federal Communications Commission ("FCC") requires that Xtreme5G and other Internet providers disclose certain information regarding those services. The information required for disclosure under the FCC's rules is found below and in the various policies and documents listed and linked on this page. To assist you in finding the information you're looking for, we highlight below information that the FCC specifically calls for in the Open Internet Disclosures.

### **Network Practices**

Xtreme5G does not discriminate against lawful Internet content, applications, services, or non-harmful devices. The points below provide an overview of Xtreme5G's network practices with respect to its Internet access services.

#### **Blocking**

Xtreme5G does not block or otherwise prevent end user access to lawful content, applications, services, or non-harmful devices. Xtreme5G does engage in reasonable network management practices that limit and potentially block network flooding using applications like Bittorrent that may affect users network-wide, or affect network performance for other customers on an access point.

#### **Throttling**

Xtreme5G does not degrade or impair access to lawful Internet traffic on the basis of content, application, service, user, or use of a non-harmful device. Xtreme5G does engage in reasonable network management practices that limit network flooding using applications like Bittorrent that may affect users network-wide, or affect network performance for other customers on an access point.

#### **Affiliated Prioritization**

Xtreme5G 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.

#### **Paid Prioritization**

Xtreme5G does not directly or indirectly favor some traffic over other traffic, including through use of techniques such as traffic shaping, prioritization, or resource reservation, in exchange for consideration, monetary or otherwise although Business-class services take priority in times of congestion.

### **Network Management**

Xtreme5G manages its network with one goal: to deliver the best possible fixed-wireless Internet access service to all of its customers. To further this effort, Xtreme5G uses reasonable network management practices that are consistent with industry standards. Xtreme5G uses various tools and techniques to manage its network, deliver its service, and ensure compliance with the Acceptable Use Policy and the Customer Agreement for Internet services. These tools and techniques are dynamic and can and do change frequently. Network management activities may include identifying spam and preventing its delivery to customer email accounts, and detecting malicious Internet traffic and preventing the distribution of, or inadvertent access to, malware, phishing, viruses, or other harmful code or content. As the Internet and its related technologies continue to evolve, Xtreme Internet's network management tools will also keep pace so we can deliver an excellent, reliable, and safe experience to all of our customers. We will provide updates here as well as other locations if we make significant changes to our network management techniques.

Xtreme5G does maintain a system to assist with managing times of congestion. As our network technologies and usage of the network continue to evolve, we reserve the right to implement a new congestion management system if necessary in the performance of reasonable network management

and in order to maintain a good Internet access service experience for our customers, and will provide updates here as well as other locations if a new system, or changes are implemented.

### **Application-Specific Behavior**

Xtreme5G provides its Internet access service customers with full access to all the lawful content, services, and applications that the Internet has to offer. Xtreme5G does not block or rate-control specific protocols or protocol ports (except to prevent spam, malicious attacks, flooding, and identity theft), does not modify protocol fields in ways not prescribed by protocol standards, and does not otherwise inhibit or favor certain applications or classes of applications.

### **Security**

Xtreme5G employs a number of practices to help prevent unwanted communications, such as spam, and protect the security of Xtreme5G's customers and network. We limit the number of login, SMTP, DNS, and DHCP transactions per second (at levels far above "normal" rates) that customers can send to our servers in order to protect them from Denial of Service (DoS) attacks. (We do not disclose exact rate limits in order to maintain the effectiveness of these measures.)

In order to further protect our customers, Xtreme5G blocks a limited number of ports that are commonly used to send spam, launch malicious attacks, or steal a customer's information.

### **Performance Characteristics**

#### **Service Description**

Xtreme5G provides an average latency from end user to our gateway of under 50ms, and plans have a best effort committed rate of 75% of the "Up-to" speeds listed on our website. Xtreme5G has always prided itself on providing state-of-the-art Internet services at the highest possible speeds.

### **Commercial Terms**

#### **Pricing and Other Fees**

Xtreme5G's Internet access services may be subject to promotional rates. Additional fees, such as for equipment rental, installation, and early termination, may apply. For information about pricing and fees for Xtreme5G's various Internet tiers of service and all its Internet services, please contact a representative by phone at (607) 601-2020 during business hours.

### **Data Usage Plans**

All of our plans are truly unlimited with no throttling after a soft limit has been reached. We do not plan to change this, and pride ourselves on being one of the fastest unlimited-data fixed-wireless providers in the area.

### **Privacy Policies**

Xtreme5G's privacy policies with respect to Internet service are explained in the Privacy Policy.

### **Redress Options**

If you have any questions about these disclosures, cannot find what you are looking for, or have any other concerns about Xtreme5G service, please contact Xtreme5G at [sales@xtreme5g.net](mailto:sales@xtreme5g.net)

Xtreme5G will review and promptly respond to all submissions.