

Internet Fair Access Policy

- At SkyVista , our goal is to provide to each of our customer a consistently fast and reliable internet service and the lowest price. By using state of the art network management tools we proactively monitor our network to control unreasonable and disproportionate usage of our satellite based Internet access network.
- **Our Internet Fair Access Policy is designed to impact the least amount of customers while helping ensure the best speeds for the vast majority of our customers.**
- It is known that a small percent of internet customers account for a disproportionate share of network usage on a typical network. To ensure that all MU customers have equitable access to the network, MU has implemented a Fair Access Policy (or "FAP"). MU sets usage thresholds on the amount of data that a typical user uploads and downloads within a month period. If you exceed these thresholds, MU reserves the right to temporarily limit the speed at which you can send and receive data over the MU internet access network, however, you will still be able to use the MU Internet access service but your speed will be slower. In cases of extreme and continued violation of the FAP limitations, your service may be terminated.
- MU uses different traffic management and prioritization tools to help ensure equitable access to the MU network for all customers. Your MU Internet access is not guaranteed and is subject to this FAP.
- Based on an analysis of typical customers, we have set a rolling 30-day limit on data usage per VSAT terminal of 2.0 Giga Byte per 128 Kb/s of download speed and 1.5 Giga Byte per 128 Kb/s of upload speed, called a Usage Threshold. This threshold does not vary based on the service plan you selected. These Usage Thresholds are significantly above the amount of data that is used by a typical customer. These limits specify the amount of data that you can upload and download before you breach the FAP.
- MU reserve the right to measure your upload and download data usage ("Actual Usage") to determine if your total Actual Usage, as aggregated over the previous 30 days ("Total Usage"), exceeds the Usage Threshold. We will notify you via your contact email address if your Total Usage reaches 90% or more of the Usage Threshold. If for a period of two (2) consecutive months your Total Usage is above the Usage Threshold, your usage has violated the FAP and MU, at its discretion, can reduce internet access speeds or may terminate your Customer Agreement. Please see the Mobile Universe Customer Agreement for termination provisions, including applicable fees.
- You are likely to avoid any limitations imposed by the FAP if your internet usage is typical of the majority of Internet users and consists primarily of Web surfing and a reasonable amount of downloading. Please note that your Total Usage is far more likely to exceed the Usage Thresholds 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
- Upload Threshold is the volume of data that can be uploaded during the previous 30 days before the Fair Access Policy may restrict the user's speeds.

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.