OPEN INTERNET POLICY

This policy provides American Broadband & Telecommunications d/b/a American Assistance ("American Assistance," or "we," "us," or "our") customers (or "you" and "your") with information about the network management practices, performance characteristics, and commercial terms applicable to our mass market wireless broadband Internet access services ("Broadband Services"), consistent with the Federal Communications Commission's Transparency Rule and applicable state laws and regulations. Broadband Services provide customers with the ability to transmit and receive data from all or substantially all Internet endpoints. As a Mobile Virtual Network Operator ("MVNO"), we provide our Broadband Services entirely by using the facilities of our underlying carrier, which is a leading nationwide wireless provider ("Underlying Carrier"). As a result, while we have some control over the network management practices and performance characteristics applicable to the Broadband Services you receive from us, we do not actively manage the network or control performance— our Underlying Carrier does.

Nothing in this policy changes your rights and obligations, or ours, under our Terms and Conditions, available at https://www.americanassistance.com/media/1287/ambt-tcs-v6.pdf, or our Privacy Policy, available at https://www.americanassistance.com/media/1284/ambt-privacy-policy-v4.pdf. This policy is provided for informational purposes only and we may change it at any time, without notice.

Network Management Practices

How does American Assistance manage congestion with respect to its Broadband Services?

American Assistance strives to provide a high-quality Internet experience for all our customers via the resale of services on our Underlying Carrier's network. Because bandwidth is a limited resource and the network of our Underlying Carrier is shared among our customers and other users of our Underlying Carrier's network, it is essential that our Underlying Carrier engages in reasonable network management practices to benefit all users of the network. When congestion occurs, you may experience reduced throughput or speed compared to non-congested times or to other users. Our Underlying Carrier may use network management techniques to ensure the best possible experience for the most possible customers, including modifying the manner in which streaming video is delivered. They also may prioritize emergency communications, including by law enforcement, public safety officials, or national security authorities, consistent with or as permitted by applicable law, which may impact other users of its network, including our customers.

Does American Assistance limit data usage or provide customers with tools to monitor and control their data usage?

American Assistance offers service plans with pre-established allotments of data per month and the opportunity to purchase additional data. Customers select how much data they receive under their service plan. Certain uses of the Broadband Services may not count against a customer's data allotment. If you use the Broadband Services in a manner that violates our Terms and Conditions, including our Acceptable Use Policy, available at https://www.americanassistance.com/media/1287/ambt-tcs-v6.pdf, we may suspend, terminate, or restrict your data session, switch you to a more appropriate data plan, or terminate your service. Customers may determine their remaining data balance by by contacting customer service.

Does American Assistance block or throttle lawful Internet traffic on the basis of content, application, service, or use of non-harmful devices or modify particular protocols?

No, American Assistance does not block or throttle (including impair or degrade) lawful Internet traffic on the basis of content, application, service, or use of non-harmful devices on its Broadband Services, subject to reasonable network management. Nor do we modify particular protocols, protocol ports, or protocol fields in ways not prescribed by the protocol standards. However, in response to a specific security threat against the networks of our Underlying Carrier or our customers, we or our Underlying Carrier may need to block or limit the flow of traffic from certain locations or take other appropriate actions.

Does American Assistance directly or indirectly favor some traffic over other traffic in its provision of the Broadband Services either in exchange for consideration from a third party or to benefit an affiliate?

No, American Assistance does not directly or indirectly favor some traffic over other traffic (such as through prioritization, resource reservation, or traffic shaping) in its provision of the Broadband Services for any type of consideration from a third party or to benefit an affiliate. During natural disasters and other emergencies, our Underlying Carrier may prioritize emergency communications, including those of law enforcement, public safety officials, or national security authorities, consistent with or as permitted by applicable law.

Does American Assistance require consideration from edge providers in exchange for the non-discriminatory treatment of their content, application, service, or non-harmful device?

No, American Assistance does not require consideration, monetary or otherwise, from edge providers (i.e., individuals or entities that provide any content, application, service, or non-harmful device) in exchange for the non-discriminatory treatment of their content, application, service, or non-harmful device, including, but not limited to, in exchange for transmitting traffic to and from our end users or preventing the blocking or throttling (including impairment or degradation) of the edge provider's content, application, service, or non-harmful device.

Does American Assistance engage in zero-rating either in exchange for consideration from a third party or by zero-rating some content, applications, services, or devices in a category of such content, applications, services, or devices, but not the entire category?

No, American Assistance does not engage in zero-rating (i.e., exempting some Internet traffic from a customer's data usage allowance) either in exchange for consideration, monetary or otherwise, from a third party or by zero-rating some content, applications, services, or devices in a category of such content, applications, services, or devices, but not the entire category. American Assistance may engage in zero-rating for no consideration and by not differentiating on the basis of source, destination, content, application, service, or device, or class thereof.

Does American Assistance unreasonably interfere with or unreasonably disadvantage: (1) an end user's ability to select, access, and use the Broadband Services; (2) the lawful content, applications, services, or devices of the end user's choice; or (3) an edge provider's ability to make lawful content, applications, services, or devices available to end users?

No, subject to reasonable network management, American Assistance does not unreasonably interfere with or unreasonably disadvantage: (1) an end user's ability to select, access, and use the Broadband Services; (2) the lawful content, applications, services, or devices of the end user's choice; or (3) an edge provider's ability to make lawful content, applications, services, or devices available to end users.

What practices has American Assistance adopted to manage network security?

American Assistancestakes the security of our customers very seriously. As an MVNO, American Assistance does not have the ability to manage the security of its Underlying Carrier's network. However, our Underlying Carrier has implemented reasonable physical, technical, and administrative safeguards to help guard against a wide range of security threats. Specifically, our Underlying Carrier proactively monitors network activity to help guard against a wide range of security threats, including viruses, botnets, worms, distributed denial of service attacks, spam, and other harmful activity. Our Underlying Carrier also takes steps to neutralize identified threats. Despite these security practices, American Assistance cannot guarantee that you will not encounter unwanted, harmful, or malicious Internet traffic while using our Broadband Services or that information, during transmission through the Internet, while stored on our system, or otherwise in our care, will be safe from intrusion by others, such as hackers. We encourage you to adopt your own reasonable security practices.

Does American Assistance restrict the types of devices that customers can use with its Broadband Services?

American Assistance customers may use any 3G- or 4G-capable devices of their choice with our Broadband Services, so long as the devices are compatible with and do not harm or interfere with the networks of our Underlying Carrier and comply with all applicable laws, rules, regulations, and standards. Due to network evolution undertaken by our Underling Carrier,

certain devices may be rendered incompatible with the network. If you are using a device that will become incompatible, depending on your device, you will need to either upgrade your device or replace your SIM card. For details on when we expect the network changes to occur, click here: - https://www.t-mobile.com/support/coverage/t-mobile-network-evolution.

Network Performance Characteristics

What factors affect the performance of American Assistance's Broadband Services?

Although our Underlying Carrier engineers and manages its network to provide optimal performance to all users and user types, including based on average and anticipated peak usage of the network, the end-to-end performance of our Broadband Services can depend on a variety of factors, many of which cannot be anticipated or are outside of our and our Underlying Carrier's control, including: your location relative to our coverage area, your proximity to a cell site, the capacity of the cell site, the number of other customers connected to the same cell site, the number of customers simultaneously using the network, the services other users are using, topography, weather, obstructions, use inside a building or a moving vehicle, radio frequency interference, the capabilities of your device, the applications you are using, the server with which your device is communicating, the source or destination of your Internet traffic, overall traffic on the Internet, whether there are network outages, and applicable network management practices discussed above. These factors can impact the availability of network resources for Broadband Services at any time. In addition, our Underlying Carrier has designed its wireless service to provide customers with a high-quality voice experience during simultaneous voice and data sessions, which may affect data performance, including, but not limited to, a temporary reduction in speed to minimize the likelihood of dropped calls.

What performance can I expect from American Assistance's Broadband Services?

American Assistance offers mobile broadband Internet access service using its Underlying Carrier's 3G, 4G, and 4G LTE networks. Performance of broadband Internet access services is generally evaluated based on speed and latency. Because, as described above, our reasonable network management practices and a variety of other factors can affect the performance of our Broadband Services, neither we nor our Underlying Carrier guarantee specific performance when you use our Broadband Services. Additionally, your service plan may limit the amount of high-speed data included with your service plan and the actual speeds you will achieve while using our Broadband Services. Reduced network speeds may increase the latency you experience.

Speed

Speed reflects the rate at which Broadband Services can transmit data packets. This capacity is typically measured in the number of kilobits, megabits, or gigabits that can be transmitted in one second (kbps, Mbps, or Gbps). Some applications, like a short email without attachments or

basic web browsing, do not require high-speed service to function optimally. Other activities, like transferring large data files, can be performed faster with higher-speed services. Applications involving real-time or near real-time, high-bandwidth uses, such as streaming video or video conferencing, require high-speed service to function optimally.

The maximum download speeds achievable on the network of our Underlying Carrier are typically between 43 – 143 Mbps and the maximum upload speed is typically between 10 – 34 Mbps. American Assistance provides its Broadband Services at speeds of at least 256 Mpbs download and upload, where the network will support such performance. After you use your monthly data allotment, your data speed may be reduced to the minimum speed or your data access may be suspended for the remainder of the billing cycle. Customers can receive additional data by upgrading their service plan to one with a higher data allotment or by purchasing a data top-up. The maximum speeds are optimal for real-time or near real-time, high-bandwidth uses. Lower speeds may affect your ability to stream audio and video, access certain websites and content, or interact with available applications.

Latency

Latency is the time that a data packet takes to travel between two points on the Internet, usually expressed as the round-trip time in milliseconds (ms). Some applications, such as email, can tolerate a substantial amount of latency without any noticeable impact on the application's performance. Other applications, such as real-time video conferencing, require lower latency to function properly.

The minimum round-trip latency achievable on the network of our Underlying Carrier is typically between 24 – 40 ms. Latency may increase as speeds are reduced. The minimum latency is optimal for real-time or near real-time, high-bandwidth uses. Higher latency may affect your ability to stream audio and video, access certain websites and content, or interact with available applications.

Commercial Terms

Where can I find the rates and other fees that apply to American Assistance's Broadband Services?

Descriptions of the rates and fees applicable to our Broadband Services are available on our website, www.americanassistance.com. American Assistance does not charge termination fees.

Where can I find the Terms and Conditions and prohibited uses that apply to American Assistance's Broadband Services?

The Terms and Conditions, which describes prohibited uses as part of our Acceptable Use Policy, can be found at https://www.americanassistance.com/media/1287/ambt-tcs-v6.pdf.

What are American Assistance's privacy practices for its Broadband Services?

We may monitor traffic on our Broadband Services for our own internal purposes, including, but not limited to, billing, internal metrics, and preventing fraud, abuse, and illegal activity on our Broadband Services, as permitted by law. We do not monitor traffic information through deep-packet inspection. We do not share any traffic information with unaffiliated third parties for non-network management purposes without your consent.

To learn more about our privacy practices for our Broadband Services, please review our Privacy Policy at https://www.americanassistance.com/media/1284/ambt-privacy-policy-v4.pdf.

How can I get assistance if I have a question, concern, or complaint or need more information about American Assistance's Broadband Services?

If you have questions or concerns about our Broadband Services, please contact us using the following information:

Email: enroll@americanassistance.com

Phone: 1.877.266.7212 or 611 from your device during normal business hours: Monday through Friday, 8AM-11PM EST and Saturday, 10AM-6PM EST (Closed on Sunday)

Mail: American Assistance, Attn.: Customer Service, 1480 Ford Street, Maumee, OH 43537