

KwiKom Communications

Open Internet Statement and Policy

Effective date: May, 2018

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 JMZ Corporation d/b/a KwiKom Communications (“KwiKom”). This document is intended to be informational and does not replace or alter the legal terms and conditions of our service, which are found on our website at <https://www.KwiKom.com/legal> , including, but not limited to KwiKom’s “Acceptable Use Policy”.

Network Management Practices

KwiKom does not block any lawful content, applications, services, or your use of non-harmful devices, or discriminate in transmitting lawful network traffic except as reasonably necessary to manage our network effectively for the benefit of our subscribers as described below. All lawful Internet use is handled identically. KwiKom does not slow, throttle or shape one type of use over another. KwiKom reserves the right, in accordance with applicable law, to employ reasonable network practices to prevent certain harmful or illegal activity.

Congestion Management - KwiKom does not employ specific network congestion management practices. By this we mean that KwiKom does not have automatic systems that make changes to network routing or individual customer bandwidth and/or latency based on network congestion.

KwiKom’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 KwiKom network.

KwiKom currently only offers unlimited plans. If plans change to usage based billing in the future, customers will be notified in advance and limits will be conspicuously posted on our website.

Application Specific Behavior - KwiKom does not block or rate-control specific protocols or ports with the following exceptions: TCP or UDP inbound and/or outbound ports 22, 23, 25, 80, 123, 137, 138, 139, 161, 162, 443, 445, 8080, and 8291. Customers may request those ports to be opened if they agree to use proper firewalling techniques and anti-spam practices. Other ports and services may be blocked as requested by the customer or to comply with legal requirements restricting malicious services. Customers must specifically request this service by contacting support@kwikom.com.

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

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

Performance Characteristics and Terms

Service Description and Pricing - A current description of the categories of service KwiKom offers is available on KwiKom's website at <https://www.KwiKom.com/>

Acceptable Use - As set forth in the Service Agreement, all of KwiKom's service offerings are subject to the Acceptable Use Policy, which we may from time to time establish or revise.

Privacy Policy - KwiKom's Privacy Policy is available at <https://www.KwiKom.com/legal>

Redress Options - KwiKom prides itself on providing great, local customer service. KwiKom uses a full time technical support staff and Customer Relationship Management system to resolve any and all disputes. KwiKom works hard to have a live person available to answer all phone calls between 7a-7p, excluding holidays. Customers may also contact us at support@kwikom.com.

FCC Notice

If a Customer believes that KwiKom 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 KwiKom 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

KwiKom from making reasonable efforts to address the transfer of unlawful content or unlawful transfers of content.

Questions / Complaint Process

Questions and concerns regarding KwiKom Service or Network Management can be directed to 888-9-KWIKOM (59-4566).