GhostFiber® Excessive Bandwidth Use Policy

Excessive bandwidth is Internet usage that exceeds a reasonable level for the service package purchased. In order to maintain a high quality of service through its network, GhostFiber® may determine, in its sole discretion, that a customer is using an excessive amount of bandwidth and may, at any time and without notice, take one or more of the following remedial measures: 1) suspend excessive bandwidth capability, 2) suspend customer's access to the service entirely, 3) require customer to pay additional fees in accordance with GhostFiber® current rates for excessive use, 4) suspend or terminate customer's account.

Residential services are reserved for personal and family use within a single household. The account holder agrees that they will not use, nor allow others to use, the service to operate any type of business or commercial enterprise or to use the service as an Internet Service Provider.

The Acceptable Use Policy ("AUP") for GhostFiber® service is available on:www.ghostfiber.com.

What signifies excessive data use?
The median data used by all GhostFiber® customers is less than 60 GB in a month. Excessive usage is data use that is significantly higher than typical usage and is so high that if it is left unchecked, it could negatively impact the online service of other customers. Fewer than 2% of GhostFiber® customers use an excessive amount of data today.

The following FAQ's are intended to help clarify what GhostFiber® means by excessive use and how the company handles excessive use situations.

1. What will happen if I exceed the allotted amount of data usage in a month?
We expect that on average, more than 98% of our customers will not be limited by the monthly bandwidth or data usage allowances. If you do exceed what is allowed for your service package during a calendar month, you will be notified via email of the overage when it occurs should the excessive usage continue in subsequent months additional monthly fees may be required to continue your service.

2. What is data usage or bandwidth usage?
Data usage, also known as bandwidth usage, is the amount of data, such as images, movies, photos, videos, and other files that customers send, receive, stream, download or upload over a specific period of time. It is not the same as the speed of an Internet service. For example, a typical customer who uses the service to send and receive email, surf the Internet, and watch streaming video may consume 50 GB of data in a month while another customer who uploads or downloads 1,000 pictures and streams a large number of movies in the month may use 200 GB. In both cases, the speed of each customer's service could be the same (for example, 25 Megabits per second, "Mbps,").

3.How does GhostFiber® help its customers track the data usage so they can avoid exceeding the limit?
There is not a tool provided by GhostFiber® to monitor your individual usage. We periodically review accounts for usage and when a pattern of excessive usage is identified you are notified. There are various 3rd party tools available you may implement on your own to monitor your usage.

4. **If I do not use all of my data in one month, can the remainder be carried over to the next month?** No. This only applies to GhostFiber® Satellite Internet customer's as GhostFiber® has no set data caps on other service types. GhostFiber® does not allow unused data to be carried over for one more calendar month.

5. **How does GhostFiber® Satellite Internet manage excessive data use?**

GhostFiber® will notify customers via email once use on the account reaches 75% of the data allowance, and again when 90% of the data allotment has been used so that the customer can take corrective action before any account action is taken. Once an account has exceeded the allowable usage for the subscribed service package, GhostFiber® will reduct the customers connection speed to under 2mb for the remainder of the billing period. Customer's can purchase additional data allotment at the then current rates by calling our GhostFiber® Satellite customer service @ 972-360-8097. At the end of the month any additional unused data will be lost.

6. **Is email the only way that GhostFiber® will notify me about my data use?**

Yes, an email notification will be sent when the data usage reaches 75% of the limit on the customer's data plan and again at 90%. **It is imperative to have your current email address on file. Customers are encouraged to update account information by contacting their local reseller service partner: http://www.ghostfiber.com**

9. **How can GhostFiber® help customers who have been identified as excessive users?**

Our experience shows that some customers identified as excessive users were not aware of the activity that caused the excessive use. It is best that you are aware of all persons that have access to your Internet service and change the wireless password often. Also, devices and computers can be compromised by virus or spyware and can use data, so it is also important for you to keep your virus protection updated and running at all times.

10. **Is it possible that someone could fall victim to a hacker or bandwidth hijacker, which could cause the excessive use?**

Yes. It is the subscriber's responsibility to maintain spyware/virus protection on devices and to secure all wireless connections so unauthorized access cannot be allowed.

11. **How do I know what applications are causing my high data use?**

GhostFiber® Technical Support can ask you a few questions and try to help you identify the source or sources of your high data use. They can be reached via email at networknotifications@ghostfiber.com, please allow up to 48 hours for a response. Please include the account holders name, address, and a phone number for contact.

12. **Does this mean that GhostFiber® monitors its customer's activities while they are using the Internet?** No. We do not monitor specific customer activities in order to identify excessive users. We monitor just the data usage in the aggregate, and then we identify those customer accounts that have used more than what is allowed for their service package during the month.

13. **Does GhostFiber® offer usage tiers based on data usage?**

We offer several plans for GhostFiber® Residential Satellite service as well as one GhostFiber® Satellite business level packages to support varying needs. Each speed plan has its own data allowance, so heavy data users may move to a larger service package to obtain higher monthly data allotments and avoid Additional Data Usage fees.

14. Will GhostFiber® ever revisit the data allowances and raise them in the future as bandwidth intensive activities become more and more popular?

We recognize that the Internet is constantly changing and we are committed to continuous improvement. We will regularly evaluate our policies to ensure we provide the best possible online experience.

15. I have used a 3rd party the Data Usage Meter, and it shows that I am using data when I'm not active on the Internet. How can that be?

You may be surprised to learn that your computer, smartphone and/or tablet sends and receives a wide range of data when you are not actively using it. For example, your computer may download operating system (OS) updates, application updates (Firefox, iTunes, Microsoft Office, World of Warcraft, etc.), or virus system updates (McAfee, Symantec, etc.). Even several home appliances (i.e. scales, radios, thermostats, lighting controllers, etc.) are now using your Internet service during regular operation. In addition, if you use an online file backup system to remotely back up important files, this can also add to your usage as updates to files on your local computer are synchronized with a server on the Internet.

16. When were the GhostFiber® Satellite monthly data usage allowances put into effect?

GhostFiber® has had bandwidth data usage caps for many years for GhostFiber® Satellite delivered internet. GhostFiber® internet service not delivered via satellite does not have a specified usage limit.