

Terms of Service (TOS)

By using the Service, the Subscriber agrees to abide by, and require each user of the Service to abide by, the Terms of Service (TOS) and associated Acceptable Use Policy (AUP). Any user who does not agree to be bound by these terms must immediately cease use of the Service and notify the Butterfield Wireless, LLC to terminate the account. Butterfield Wireless reserves the right to suspend or terminate service for failure to comply with this TOS and AUP.

Subscriber understands and agrees that Butterfield Wireless, LLC does not guarantee that any particular amount of bandwidth on the Butterfield Wireless network or that any speed or throughput of Subscriber's connection to the Butterfield Wireless network will be available to Subscriber. Subscriber understands and agrees that the speed of the Internet Service provided at Subscriber's site will vary depending upon a number of factors, including Subscriber's computer system(s) and associated equipment (e.g., Subscriber-sourced WiFi routers/access points, etc.), Internet traffic, and other factors such as system capacity limitations, governmental actions, events beyond Butterfield Wireless's control, and system failures, modifications, upgrades and repairs.

Butterfield Wireless, LLC operates in accordance with FCC rules in preserving the free and open internet and aligned with the principles of transparency, no blocking, and no unreasonable discrimination. More information about the rules can be found at [Link] <https://www.govinfo.gov/content/pkg/FR-2011-09-23/pdf/2011-24259.pdf>

- Butterfield Wireless, LLC promotes transparency by providing information regarding various issues so that subscribers can make informed choices about choosing an internet service provider.

- Butterfield Wireless, LLC does not block lawful content, access to lawful Web sites, applications, services, or non-harmful devices, subject to reasonable network management.

- Butterfield Wireless, LLC does not reasonably discriminate in transmitting lawful network traffic over a consumer's broadband Internet access service. Reasonable network management does not constitute unreasonable discrimination.

In accordance with the FCC, Butterfield Wireless, LLC must disclose the network management practices, performance characteristics, and terms and conditions of their broadband services.

Network Management Practices

- Congestion Management: Butterfield Wireless, LLC manages its network to be efficient and provide the best internet experience possible for its customers.

- Application Specific Behavior: Any device connected to Butterfield wireless's network must be Commercial off The Shelf (COTS) and conform to industry standards.

- Device Attachment Rules: Any device connected to Butterfield wireless's network must be Commercial off The Shelf (COTS), conform to industry standards, and authorized by Butterfield Wireless, LLC.

-Security: Butterfield Wireless, LLC uses industry standard tools, best practices, and policies to protect customers from harmful on-line content and activities. It implements years of technical experience and industry best practices.

Performance Characteristics

-Service Description: Butterfield Wireless, LLC provides best possible internet service utilizing commercially available, industry standard, broadband wireless technology designed for Wireless Internet Service Providers (WISP). The service is provided on an “as-is” and “as-available” basis without warranties of any kind.

-Impact of Specialized Services: Butterfield Wireless, LLC does not offer specialized services such as VOIP, IPTV, or other streaming media services.

Commercial Terms

-Pricing is set to be reasonable and competitive while maintaining ability to sustain and improve operations.

-Privacy policies: To provide the best online experience possible, Butterfield Wireless, LLC monitors bandwidth usage, transmission that adversely affect the integrity of the network and internet service through reasonable network management practices. Network traffic, activity, performance information, and equipment information monitored or collected is done for the sole purpose of reasonable network management purposes.