

Net Neutrality Disclosure

Sioux Valley Wireless is dedicated to providing fast and reliable wireless Internet service to our customers. Sioux Valley Wireless follows network management practices consistent with industry standards to ensure network reliability is maintained and network issues are minimized. Sioux Valley Wireless has an Acceptable Use Policy ("AUP") located at both www.svwireless.com and www.svwimax.com. Sioux Valley Wireless does not inhibit the ability of its customers to access the Internet through its wireless broadband services. Sioux Valley Wireless permits the use of its broadband services for browsing the Internet (via Sioux Valley Wireless phones or devices, including Sioux Valley Wireless home routers), using email, downloading legally permissible content via the Internet, along with accessing and using corporate email and/or corporate business applications associated with its customers' places of employment.

Sioux Valley Wireless allows its customers to choose from several rate plans to satisfy a variety of residential and business needs. Data plans with different maximum upload and download speeds are available. Data plans with higher speeds are more expensive than those with lower speeds. However, unlike many other service providers, Sioux Valley Wireless does not block applications, impose usage limits, or engage in "throttling" to reduce the throughput to customers using a disproportionate amount of bandwidth. Instead, Sioux Valley Wireless offers an "open pipe" approach that undertakes the best efforts to ensure a high-quality online experience for all of its customers. As a result, at times of heavy usage, customers may experience delays in downloading or uploading files or sluggishness in surfing the Web.

Network management practices entail the inspection of network traffic for non-legal content as required by Calea for law-related purposes.

The typical range of speed for broadband service encountered by most customers is up to 2MB. Sioux Valley Wireless utilizes network performance measurements and methods to monitor RF signal levels remotely to assure consistent and reliable service to customers. Sioux Valley Wireless believes this approach provides the best approximation of actual speeds and latency for its service. Customers can verify speed using a variety of third-party websites, such as www.broadband.sd.gov. Such third-party websites are not affiliated with Sioux Valley Wireless. The accuracy of test results obtained through third-parties is not guaranteed.

All devices connecting customers to our network must be provided by Sioux Valley Wireless. For more information on the specific devices approved for use on Sioux Valley Wireless' network or for pricing and privacy policies, access our website at either www.svwireless.com, or www.svwimax.com. Customers may contact our customer service department by email through the website or by calling (800)-616-7888.