

Examples of Download and Upload Combinations

	VALUE PACK	SELECT PACK	PRO PACK
Download FAP Usage Threshold	7,500 MB	12,000 MB	17,000 MB
Download Combinations (30 Days)	3,000 web pages <i>and</i> 200 photos <i>and</i> 300 video clips <i>and</i> 300 songs <i>and</i> 20 files	6,000 web pages <i>and</i> 400 photos <i>and</i> 400 video clips <i>and</i> 400 songs <i>and</i> 30 files	10,000 web pages <i>and</i> 500 photos <i>and</i> 500 video clips <i>and</i> 500 songs <i>and</i> 50 files
Upload FAP Usage Threshold	2,300 MB	3,000 MB	5,000 MB
Upload Combinations (30 Days)	100 photos <i>and</i> 100 video clips <i>and</i> 100 songs <i>and</i> 25 files	250 photos <i>and</i> 100 video clips <i>and</i> 200 songs <i>and</i> 30 files	500 photos <i>and</i> 100 video clips <i>and</i> 300 songs <i>and</i> 50 files

NOTE: The above combinations are examples. Actual customer usage and file sizes may vary.

THESE THINGS MAY AFFECT USAGE:
Full-length movie download files are HUGE!

- One movie download can be as big as **3 Gigabytes**, which is more than one hundred 25 Megabyte files!
- Downloading or streaming full-length movies from web sites like Netflix or Blockbuster will cause customers to reach their usage thresholds **QUICKLY!**

Streaming Audio & Video

Continuous **streaming audio and video** will cause customers to reach their usage thresholds VERY FAST! It is NOT recommended.

Viruses and Malware

These can cause a PC to run slower, which can cause slow Internet speed or unexpected data usage. WildBlue recommends that all customers maintain up-to-date anti-virus software on their PCs.

Wireless Routers

If you have a wireless router connected to your WildBlue service, you must turn on its wireless security settings. If you don't, it's possible for other people to access the wireless signal and use your WildBlue connection without your knowledge.

Peer-to-Peer File Sharing

Peer-to-peer (P2P) file sharing applications create a constant stream of usage both up and down. Because WildBlue is an "always-on" service, peer-to-peer traffic can be generated 24 hours a day. There are dozens of peer-to-peer applications, including Kazaa, µTorrent, BitTorrent, LimeWire, Gnutella, Morpheus and eDonkey.

HOW TO KEEP TRACK OF USAGE:

Your usage data is available via the "Manage My Account" web page, accessible via www.wildblue.net.

Average File Sizes

FILE TYPE	FILE SIZE IN MEGABYTES (MB)
Web Page View	0.8
Digital Photo	1
Video Clip <i>(Example: YouTube)</i>	10
Song/MP3 <i>(Example: iTunes, Rhapsody)</i>	5
File download <i>(Example: Email attachments)</i>	20
Software updates <i>(Example: Windows, security)</i>	20-200
Full-length movie downloads	1,000-3,000



WildBlue Fair Access Policy

At WildBlue, our goal is to give each of our customers the fastest service possible at the lowest possible price. We are always striving to develop programs and policies that help make that possible. Our Fair Access Policy is designed to impact the fewest customers while helping ensure the best speeds for the vast majority of our customers.

WildBlue has documented that a small percent of customers account for a disproportionate share of data usage on the WildBlue network. To ensure that all WildBlue customers have equitable access to the WildBlue network, WildBlue has implemented a Fair Access Policy (or "FAP"), WildBlue sets usage thresholds on the amount of data you can upload and download within stated time periods. If you exceed these thresholds, WildBlue will temporarily limit the speed at which you can send and receive data over the WildBlue access network. You will still be able to use the WildBlue Internet access service but your speed will be slower. WildBlue may use other traffic management and prioritization tools to help ensure equitable access to the WildBlue network for all customers. Your WildBlue Internet access is not guaranteed and is subject to this FAP.

Based on an analysis of typical customers, we have set a rolling 30-day limit on data usage per customer, called a Usage Threshold. As shown in the table below, this threshold varies based on the service plan you selected. For each service plan, the Usage Thresholds are significantly above the amount of data that is used by a typical customer. Every day, we measure your upload and download data usage ("Actual Usage") to determine if your total Actual Usage, as aggregated over the previous 30 days ("Usage Total"), exceeds the Usage Threshold for the service plan that you selected. At any time, you can see your Usage Total versus your monthly Usage Threshold under the Customer Care section at wildblue.net.

We will notify you via your WildBlue contact email address if your Usage Total reaches 80% or more of the Usage Threshold. If at any time your Usage Total is above the Usage Threshold, your usage has violated the FAP and we will reduce your WildBlue access speeds, typically to 128 kbps in the downstream (from the Internet to you) and 28 kbps in the upstream (from you to the Internet), and you may experience a loss of connectivity during peak usage periods (collectively, "Reduced Access"). Once your speeds have been reduced, you must decrease your usage to bring your Usage Total to 70% or less of the Usage Threshold. Once your Usage Total reaches this level, your access speeds will be restored to the original speed levels by the next day.

If, however, you do not decrease your Usage Total to 70% or less of the Usage Threshold within the next 30 days, this failure will constitute a second FAP violation. If you violate the FAP in each of four consecutive months or in each of five calendar months within any twelve month period – whether by exceeding the monthly Usage Threshold or by remaining in a reduced-speed status -- your use of the service will be limited to Reduced Access and restricted to Web browsing activities and to sending and receiving e-mail. Again, once you reduce your Usage Total to 70% of your Monthly Usage Threshold, your speeds and access will return to normal.

You are likely to avoid any limitations imposed by the FAP if your use is typical of the majority of Internet users and consists primarily of Web surfing and a reasonable amount of downloading. The table below shows the monthly Usage Thresholds for each plan. These limits specify the amount of data that you can upload and download before your access speed is reduced. Please note that your Usage Total is far more likely to exceed the Usage Thresholds below if you use peer-to-peer file sharing programs, you use a webcam or you download full length movies, large quantities of music files, full software applications or similar high-bandwidth activities.

WildBlue Monthly Usage Thresholds

	Value Pak	Select Pak	Pro Pak
Upload Threshold (MB) ¹	2,300	3,000	5,000
Download Threshold (MB) ²	7,500	12,000	17,000

- 1 Upload Threshold is the volume of data that can be uploaded during the previous 30 days before the Fair Access Policy may restrict the user's speeds.
- 2 Download Threshold is the volume of data that can be downloaded during the previous 30 days before the Fair Access Policy may restrict the user's speeds.

These terms and conditions state important requirements regarding your use of WildBlue's High-speed Internet service and your relationship with WildBlue. You should read them carefully as they contain important information regarding your rights and ours. If you do not agree to these terms and conditions, you may not use the service and, subject to the terms of your Customer Agreement, you must terminate your service immediately.

WildBlue may revise this Fair Access Policy from time to time upon notice by posting a new version of this document on wildblue.com, wildblue.net or any successor URL(s). All revised copies of the Policy are effective immediately upon posting. Accordingly, customers and users of WildBlue's High-speed Internet service should regularly visit these web sites. Questions regarding this FAP and complaints of violations of it by WildBlue customers and users can be directed to WildBlue via the "Help" email at wildblue.net.

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