

**CELLULAR ONE FLEXFONE TERMS AND CONDITIONS**  
**(Revised and Effective March 22, 2021)**

*Please read these Terms and Conditions carefully. Your agreement with Cellular One includes these Terms and Conditions ("T&Cs"), your Service Agreement, applicable supplemental terms and conditions, including but not limited to, Cellular One's Fair-Use-Policy and Acceptable Internet Use Policy, both of which are available at [www.mycellularone.com](http://www.mycellularone.com) (collectively "Agreement"). These Terms and Conditions are a legally binding agreement between you and Cellular One. They contain important information about your legal rights, and require that certain disputes be resolved through arbitration instead of a court trial. Cellular One reserves the right to change or modify any of these Terms and Conditions at any time and at its sole discretion. **All revised copies of these Terms and Conditions are effective immediately upon posting. Accordingly, customers should regularly visit the Cellular One Website at [www.mycellularone.com](http://www.mycellularone.com). By purchasing or activating your Cellular One FlexFone or using any Cellular One service ("Service"), customer ("You") acknowledges and agrees to the following terms and conditions:***

**IMPORTANT NOTICE:**

Effective 1 November 2019 Cellular One will begin providing Emergency E911 through the Wireless Dispatchable Location Services (WDLS). WDLS provides better location accuracy for people calling in an emergency 911 situation.

**~ NOTE: AT THIS TIME WDLS WILL ONLY FUNCTION ON ANDROID DEVICES. WDLS IS NOT AVAILABLE FOR iPhone DEVICES AT THIS TIME.**

**~NOTE: WDLS WILL ONLY WORK IN LOCATIONS THAT SUPPORT E911 PHASE 2. THE NAVAJO NATION AND THE HOPI TRIBE RESERVATION DO NOT SUPPORT E911 PHASE 2 AT THIS TIME.**

**1. ACTIVATING AND USING YOUR CELLULAR ONE FLEXFONE**

Before you can use your Cellular One FlexFone, it must be activated through a Cellular One authorized agent or a Cellular One store location. You must accept the Cellular One telephone number assigned to your Cellular One FlexFone at the time of activation, however, you will acquire no proprietary interest in any number assigned to you. Your Cellular One FlexFone can only be used through Cellular One, and cannot be activated with any other wireless or cellular service, but can be used to send and receive wireless radio signals of other carriers, both wireless and landline (i.e., voice, text, data) but subject to certain terms and conditions contained herein. Cellular One FlexFone services are provided at Cellular One's discretion. Some functions and features referenced in the manufacturer's manual provided with your Cellular One handset may not be available on your Cellular One FlexFone. Cellular One may modify or cancel any service or take corrective action at any time without prior notice and for any reason, including but not limited to your violation of this agreement.

**2. AIRTIME RATES**

Your Cellular One Prepaid FlexFone will only operate when you have a positive monetary balance, or have subscribed to a product or promotion that allows zero or free rated services on your account to use for services, such as minutes, text (SMS), mobile web access, and MMS. All services you use are chargeable per minute or unit, text, web access, SMS and MMS. Rates or unit deductions may vary depending on physical calling or usage location of all parties; minutes for off-net and roaming are at a higher rate than

on-net minutes. Upon activation you may receive a special offer that offers promotional pricing for all services available on your Cellular One FlexFone; see promotional flyer for special pricing if applicable. Current rates can be found on our website at [www.mycellularone.com](http://www.mycellularone.com) and are subject to change from time to time.

### 3. TEXT MESSAGING

The rates without a subscribed product or promotion to send or receive a text (SMS) message to another person's phone using your Cellular One FlexFone are \$0.20 per text sent and received. If you do not want your money balance reduced from your Cellular One FlexFone, then do not send a text message and/or do not open any incoming text messages if you have not purchased an additional product or promotion that includes zero or free rated text (SMS) units.

Please note that Cellular One does not generally participate in Premium SMS services or campaigns. Premium SMS refers to activities that usually involve sending a text message to a designated "short code" or buying or attempting to buy SMS services from anyone other than Cellular One. Premium SMS campaigns include activities such as casting a vote, expressing your opinion, playing a game, subscribing to a service, or interactive television programs. You should not attempt to participate in Premium SMS campaigns, unless it is a Cellular One authorized campaign. Any text message you send to a "short code" in all likelihood will not succeed in sending or receiving. Any charges you may incur as a result of any attempts to participate in premium SMS services or campaigns (not authorized by Cellular One), whether you incur charges as deductions from your Cellular One handset or from your credit card, are not refundable. See Cellular On Data Services below.

### 4. INTERNATIONAL CALLS

You may now use your Cellular One FlexFone to make international calls to landlines (including some cellular phones in some countries) at an additional charge (See [www.mycellularone.com](http://www.mycellularone.com) for available countries and details). The available countries are subject to change without prior notice. A MONETARY CREDIT BALANCE IS REQUIRED for international calls AND THE PER MINUTE RATE begins the moment the International Long Distance ("ILD") access number is dialed and apply to dropped calls, misdialed numbers and busy destination numbers. When making international calls, you may experience connection failures more frequently than calls made within the United States. Cellular One will not credit airtime minutes deducted for unsuccessful calls. You will not be able to make or receive calls on your Cellular One FlexFone when you are located outside of the United States. **Customers making our receiving international calls should be aware that international roaming charges can be exceptionally high.** Particular rates for particular countries can be found at [www.mycellularone.com/plans](http://www.mycellularone.com/plans), Customer Care, or any of our retail store locations

### 5. ADDING PAY FOR USE WITH MONETARY CREDIT

Your Cellular One FlexFone will only operate when you have a subscribed product or promotion that allows certain amounts, or zero or free rated minutes, or units or you have a positive monetary balance available on the Cellular One FlexFone handset. You may add a monetary balance by visiting a store location, calling \*123 from your handset, visiting an e-pay location, visiting a Cellular One store location, contacting Customer Care, or at our website at [www.mycellularone.com](http://www.mycellularone.com).

### 6. VALUE PLANS

From time to time, Cellular One may offer its customers and option to subscribe or avail of various airtime products or promotions or "Value Plans." Cellular One's current Value Plans are described on Cellular

One's website at [www.mycellularone.com](http://www.mycellularone.com). You may purchase a Value Plan by registering your CellularOne FlexFone number and credit card at [www.mycellularone.com](http://www.mycellularone.com). Cellular One may modify its ValuePlan offerings at any time. In the event of any modification that increases the charges associated with your Value Plan, you will receive 30-days-notice prior to being charged the new rate.

## **7. SERVICE END DATE, DUE DATE OR SERVICE DAYS REMAINING**

If you do not have a chargeable event which is defined as any usage, i.e., voice, text, data, recharge or bundles purchased within 90 days of the last chargeable event your account will be disconnected and any money balance on the account will be forfeited. Your phone number will be held in a reserved status for an additional 90 days but there is no guarantee that you will receive the same phone number if you attempt to restart FlexFone services between day 91 and 180. After 180 days of inactivity your "reserved" phone number will be open to Cellular One for redistribution.

## **8. AIRTIME USAGE**

Airtime minutes will be deducted for all time during which your Cellular One FlexFone is connected to, or using, the wireless system of Cellular One or any other carrier. Use of a wireless system typically begins when you press the "send", "call" or other button to initiate or answer a call and does not end until you press the "end" button or the call is otherwise terminated. Airtime minutes are deducted for all incoming and outgoing calls, including calls to toll free numbers, 411, 61, simultaneous calls (airtime minutes will be deducted for each call separately) and calls to access your voice mail unless otherwise prohibited by Cellular One. Airtime minutes are not deducted for calls to 911. For outbound calls, you may be charged airtime for incomplete and/or busy-no answer calls. Airtime minutes are deducted in full MINUTE increments; partial minutes are rounded up to the next minute.

## **9. EMERGENCY CALLS**

If you are in an area where your Cellular One FlexFone is searching for a wireless signal or there is no wireless signal or wireless service, it is highly probable that a call to 911 will not go through. Do not rely solely on your Cellular One FlexFone in an emergency situation. In an emergency, locate the nearest means of communication to contact emergency services.

## **10. UNAUTHORIZED USAGE; TAMPERING NOT ALLOWED**

The Cellular One FlexFone handset is sold exclusively for use by you, the end consumer, with the Cellular One FlexFone prepaid wireless Service available solely in the United States. Any other use of your Cellular One FlexFone handset, including without limitation, any resale, unlocking and/or reflashing of the handset is unauthorized and constitutes a violation of your agreement with Cellular One. You agree not to unlock, reflash, tamper with or alter your Cellular One FlexFone or its software, enter unauthorized PIN numbers, engage in any other unauthorized or illegal use of your Cellular One FlexFone or the Service, or assist others in such acts, or to sell and/or export Cellular One FlexFone handsets outside of the United States. These acts violate Cellular One's rights and state and federal laws. Improper, illegal or unauthorized use of your Cellular One FlexFone is a violation of this agreement and may result in immediate discontinuation of Service and legal action. Cellular One will prosecute violators to the full extent of the law. You agree that any violation of this agreement through your improper, illegal or unauthorized use or sale of your Cellular One FlexFone shall entitle Cellular One to recover liquidated damages from you in an amount not less than \$2,500 per Cellular One handset purchased, sold, acquired or used in violation of this agreement. Cellular One handsets do use SIM cards to manage your service. You agree to safeguard your SIM card and not to allow any unauthorized person to use your SIM card. You agree not to, and not to allow any other person to, directly or indirectly extract, alter, bypass, copy, deactivate, remove, reverse-engineer or

otherwise circumvent, clone or reproduce the encoded information stored on, or the encryption mechanisms of, your SIM card or Cellular One FlexFone via any software and/or hardware methods. Customers may not remove SIM Cards from their phones nor place them in any other phone. Doing so could subject you to immediate termination of service without any right to a refund for the phone or airtime purchased. Cellular One may, from time to time, remotely update or change the encoded information on your SIM card. Your Cellular One FlexFone is restricted from operating when you are located anywhere outside of the United States. Any such usage is considered unauthorized usage by Cellular One for which your service will be immediately suspended. In the event of suspension for this or any other unauthorized usage, you will not be entitled to receive any refunds for your handset or unused airtime.

## **11. COVERAGE MAPS**

You will find coverage maps on our website, [www.mycellularone.com](http://www.mycellularone.com). These maps are for general informational purposes only. However, Cellular One does not guarantee coverage, service availability or the rate charged for any particular call. Even within a coverage area, factors such as terrain, weather, structures, foliage, signal strength, traffic volumes, service outages, network changes, technical limitations, and your equipment may interfere with actual service, quality and availability. Thus, it is possible your phone will roam even in the area depicted as your home calling area. Actual coverage and service areas may vary from the maps and may change without notice.

## **12. ROAMING**

“Roaming” is one Cellular One customer placing or receiving a voice/SMS/or data call or connection request outside the Cellular One Home Network Area. Roaming charges could include but are not limited to: charges for calls that are busy or unanswered, daily fees, taxes, and other charges. Roaming charges in foreign countries (“International Roaming”) may be especially high. "Roaming" also occurs when a subscriber of one wireless service provider uses the facilities of another wireless service provider. Roaming usually occurs when you make and receive calls outside of your network coverage area. When your Cellular One FlexFone is roaming, an indicator light on your handset may display the word "Roam" "R" or "RM" on the screen while the phone is not in use. For most Cellular One PREPAID PLANS, roaming calls are charged airtime per minute. Availability, quality of coverage and services while roaming are not guaranteed.

## **13. LIMITATIONS OF SERVICE AND USE OF EQUIPMENT**

Service is subject to transmission limitations caused by certain equipment and compatibility issues, atmospheric, topographical and other conditions. Further, Service may be temporarily refused, limited, interrupted or curtailed due to system capacity limitations, technology migration or limitations imposed by Cellular One or another carrier if you are roaming, or because of equipment modifications, upgrades, repairs or relocations or other similar activities necessary or proper for the operation or improvement of the carrier’s radio telephone system. At any time, Cellular One reserves the right to substitute and/or replace any Cellular One equipment (including handsets) with other Cellular One equipment including handsets of comparable quality. Some functions and features referenced in the manufacturer’s manual for a particular Cellular One FlexFone handset may not be available on your Cellular One FlexFone. Cellular One does not warrant or guarantee availability of network or of any services at any specific time or geographic location or that the services will be provided without interruption. Cellular One shall not have any liability for service failures, outages or limitations of service. Because of the risk of being struck by lightning, you should not use your Cellular One FlexFone outside during a lightning storm. You should also unplug the Cellular One FlexFone power cord and charger to avoid electrical shock and/or fire during a lightning storm.

#### **14. PHONE FEATURES, FUNCTIONALITY AND SPECIFICATIONS**

Certain mobile phone features may not be available throughout the entire network or their functionality may be limited. All per unit, per minute, plan rates, features, functionality and other product / promotion specifications are subject to change without notice or obligation. Color of phones may vary.

#### **15. DISCLAIMER OF WARRANTIES**

EXCEPT FOR ANY WRITTEN WARRANTY THAT MAY BE PROVIDED WITH A DEVICE YOU PURCHASE FROM US AND TO THE EXTENT PERMITTED BY LAW, THE SERVICES AND DEVICES ARE PROVIDED ON AN "AS IS" AND "WITH ALL FAULTS" BASIS AND WITHOUT WARRANTIES OF ANY KIND. WE MAKE NO REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE CONCERNING YOUR SERVICE OR YOUR DEVICE. WE CANNOT PROMISE UNINTERRUPTED OR ERROR-FREE SERVICE AND DO NOT AUTHORIZE ANYONE TO MAKE ANY WARRANTIES ON OUR BEHALF. WE DO NOT GUARANTEE THAT YOUR COMMUNICATIONS WILL BE PRIVATE OR SECURE; IT IS ILLEGAL FOR UNAUTHORIZED PERSONS TO INTERCEPT YOUR COMMUNICATIONS, BUT SUCH INTERCEPTIONS CAN OCCUR.

#### **16. CHARGES FOR MMS (E.G., PICTURE MESSAGING)**

You will be charged per sending *FlexFone* or receiving a multi-media message (the "MMS Charge") unless you have subscribed product or promotion that allows certain amounts, or zero or free rated minutes, or units or you have a positive monetary balance available on the Cellular One FlexFone handset.

#### **17. ADDITIONAL ACCESS CHARGES FOR DATA SERVICES**

In addition to MMS Charges, and regardless of the payment option you use, there MAY BE additional Access Charge.

#### **18. MODIFICATIONS, INTERRUPTIONS, OR DISCONTINUATION OF DATA SERVICE**

Cellular One does not guarantee the availability of Data Services at any time and reserves the right to modify, suspend, interrupt, discontinue or permanently cancel Data Services, or portions thereof, without notice. Data Services are not available in analog service areas. Cellular One is not responsible and will not be liable for any modifications, interruptions or discontinuation of the Data Services or for any failure in receipt of the purchased Data Services. If the Data Services, or any part thereof, for which you subscribe, are modified, interrupted, discontinued or canceled, Cellular One will NOT refund/reimburse you for any unused data. If you cancel, or attempt to cancel a Data Service download, a subscription purchase or a multi-media message in progress, or if this process is otherwise interrupted through no action on your part, you may nevertheless be charged in accordance with the terms and conditions set forth herein.

#### **19. ADDITIONAL INFORMATION**

More information on Data Services can be found at [www.mycellularone.com](http://www.mycellularone.com).

#### **20. OUR RIGHT TO TERMINATE YOUR SERVICE**

You agree not to use your Phone for any purpose that is not allowed by this agreement or that is illegal. WE CAN, WITHOUT NOTICE, LIMIT, SUSPEND, OR END YOUR SERVICE FOR VIOLATING

THIS PROVISION OR FOR ANY OTHER GOOD CAUSE, including, but not limited to, if You: (a) violate any of the terms and conditions of service; (b) lie to Cellular One or attempt to defraud us; (c) allow anyone to extract, clone, reverse engineer or tamper with your Phone, the software and/or hardware on your Phone or your SIM card or insert your SIM card in another phone; (d) threaten or commit violence against any Cellular One employee(s) or, customer service representative(s); (e) use vulgar and/or inappropriate language when interacting with, any Cellular One representative(s); (f) steal from Cellular One; (g) harass any Cellular One representatives; (h) interfere with Cellular One operations; (i) engage in abusive messaging, emailing or calling; (j) modify your device from its manufacturer's default specification; or (k) use the service in a way that adversely affects our network or the service available to other Cellular One customers. We reserve the right to, without notice, limit, suspend or end your service for any other operational or governmental reason. In addition to permanently terminating your Service, criminal offenses (i.e., threatening violence, etc.) will be reported to the appropriate legal authorities for prosecution.

## 21. LIMITATION OF LIABILITY

Your Cellular One FlexFone Service may be unavailable, interrupted, delayed or limited for a variety of reasons outside of Cellular One's control. Cellular One FlexFone Service is subject to transmission limitations caused by certain equipment and compatibility issues, atmospheric, topographical and other conditions. Further, service may be temporarily refused, limited, interrupted or curtailed due to system capacity limitations, technology migration or limitations imposed by another Carrier, or because of equipment modifications, upgrades, repairs or relocations or other similar activities necessary or proper for the operation or improvement of Cellular One's or another Carrier's radio telephone system. Cellular One does not warrant or guarantee availability of Cellular One FlexFone Service at any specific time or in any specific geographic location or that the Cellular One Service will be provided without interference or interruption. Neither Cellular One, nor any Carrier, shall have any liability for service failures, outages or limitations of service. Not all services are available for purchase or use in all sales channels, in all areas or with all devices. Due to the limitations of cellular service and for other reasons, **Cellular One will not accept any liability for any damages arising from or relating to the service, equipment, or this Contract in excess of the prorated charge for cellular service during the period damages occurred, or the lowest limit in any applicable tariff** regardless of the cause of damage. YOU AGREE TO WAIVE ANY CLAIMS AGAINST CELLULAR ONE ARISING FROM OR RELATING TO THE SERVICE, EQUIPMENT, OR THIS CONTRACT. IN NO EVENT SHALL CELLULAR ONE, ITS EMPLOYEES, LICENSORS OR AFFILIATES BE LIABLE TO ANY PARTY FOR ANY LOSS OF PROFITS, LOSS OF GOODWILL, REVENUE, SALES OR DATA; ANY COSTS OF PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; PROPERTY DAMAGE, PERSONAL INJURY, INTERRUPTION OF BUSINESS, OR LOSS OF BUSINESS INFORMATION; OR FOR ANY OTHER SPECIAL, DIRECT, INDIRECT, INCIDENTAL, ECONOMIC, COVER, PUNITIVE, SPECIAL, OR CONSEQUENTIAL DAMAGES, HOWEVER CAUSED AND WHETHER ARISING UNDER CONTRACT, TORT, NEGLIGENCE, OR OTHER THEORY OF LIABILITY ARISING OUT OF THE USE OF OR INABILITY TO USE CELLULAR ONE SERVICE, EVEN IF CELLULAR ONE AND/OR ITS LICENSORS OR AFFILIATES ARE ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. WITH RESPECT TO JURISDICTIONS THAT MAY NOT ALLOW THE EXCLUSION OF LIABILITY, BUT MAY ALLOW LIABILITY TO BE LIMITED IN SOME CASES, CELLULAR ONE, ITS EMPLOYEES, LICENSORS AND AFFILIATES' LIABILITY SHALL BE LIMITED AS STATED ABOVE.

## 22. INDEMNIFICATION

You agree to indemnify and hold harmless Cellular One from any and all liabilities, penalties, claims, causes of action, and demands brought by third parties (including the costs, expenses, and attorneys' fees on

account thereof resulting from your use of a Cellular One FlexFone and Cellular One Services, whether based in contract or tort (including strict liability) and regardless of the form of action.

### **23. BINDING ARBITRATION**

PLEASE READ THIS SECTION CAREFULLY AS IT AFFECTS RIGHTS THAT YOU MAY OTHERWISE HAVE. IT PROVIDES FOR RESOLUTION OF ALL DISPUTES AND CLAIMS (INCLUDING ONES THAT ALREADY ARE THE SUBJECT OF LITIGATION) EXCEPT FOR CLAIMS CONCERNING THE UNAUTHORIZED SALE, EXPORT, ALTERATION AND/OR TAMPERING OF YOUR CELLULAR ONE, ITS SOFTWARE, THE SERVICE AND/OR PIN NUMBERS, THROUGH ARBITRATION INSTEAD OF SUING IN COURT IN THE EVENT THE PARTIES ARE UNABLE TO RESOLVE A DISPUTE OR CLAIM. ARBITRATION IS BINDING AND SUBJECT TO ONLY A VERY LIMITED REVIEW BY A COURT. THIS ARBITRATION CLAUSE SHALL SURVIVE TERMINATION OF CELLULAR ONE 'S AGREEMENT WITH YOU. This provision is intended to encompass all disputes or claims arising out of your relationship with Cellular One, arising out of or relating to the Service or any equipment used in connection with the Service (whether based in contract, tort, statute, fraud, misrepresentation or any other legal theory). Nothing contained in this arbitration provision shall preclude Cellular One from bringing claims concerning the unauthorized sale, export, alteration, and/or tampering of your Cellular One FlexFone, its software, the Service and/or PIN numbers in state or federal court. References to you and Cellular One include our respective subsidiaries, affiliates, predecessors in interest, successors, and assigns. All claims will be resolved by binding arbitration where permitted by law. You must first present any claim or dispute to Cellular One by contacting Customer Care to allow an opportunity to resolve the dispute prior to initiating arbitration. The arbitration of any dispute or claim shall be conducted in accordance with the American Arbitration Association ("AAA") under the Commercial Dispute Resolution Procedures and the Supplementary Procedures for Consumer Related Disputes (collectively "AAA Rules"), as modified by this agreement. The AAA Rules are available online at [www.adr.org](http://www.adr.org) or by calling the AAA a 1-800-778-7879. You and Cellular One agree that use of the Service evidences a transaction in interstate commerce and this arbitration provision will be interpreted and enforced in accordance with the Federal Arbitration Act and federal arbitration law. All issues are for the arbitrator to decide, including the scope of this arbitration clause, but the arbitrator is bound by the terms of this agreement. You and Cellular One agree that any arbitration will be conducted on an individual basis and not on a consolidated, class wide or representative basis. Further, you agree that the arbitrator may not consolidate proceedings or more than one person's claims, and may not otherwise preside over any form of a representative or class proceeding. If the preclusion of consolidated, class wide or representative proceedings is found to be unenforceable, then this entire arbitration clause shall be null and void. All fees and expenses of arbitration will be divided between you and Cellular One in accordance with the WIA Rules, except that Cellular One will reimburse you for the amount of the filing fee in the event you prevail in the arbitration. Each party will bear the expenses of its own counsel, experts, witnesses, and preparation and presentation of evidence. If for any reason this arbitration provision is deemed inapplicable or invalid, or to the extent this arbitration provision allows for litigation of disputes in court, you waive to the fullest extent permitted by law, (i) the right to a trial by jury and (ii) any claims for punitive or exemplary damages. Unless Cellular One and you agree otherwise, the location of any arbitration shall be Phoenix, Arizona. Except where prohibited by law, Cellular One and you agree that no arbitrator has the authority to award punitive damages or any other damages not measured by the prevailing party's actual damages. Neither you nor Cellular One shall disclose the existence, contents, or results of any arbitration except to the extent required by law. Judgment on the award rendered may be entered by any court having jurisdiction thereof.

## 24. GOVERNING LAW

This Agreement shall be construed under the laws of Arizona, without regard to its choice of law rules, except for the arbitration provision contained in these Terms and Conditions, which will be governed by the Federal Arbitration Act. This governing law provision applies no matter where you reside, or where you use or pay for the Services.

## 25. FAIR-USE-POLICY/ACCEPTABLE INTERNET USE POLICY

All of Cellular One's services are subject to its Fair Use Policy and Acceptable Use Policy both of which are available online at [www.mycellularone.com](http://www.mycellularone.com).

## 26. PRIVACY POLICY

To view the Cellular One's Privacy Policy refer to the Cellular One website found at [www.mycellularone.com](http://www.mycellularone.com). All rights reserved. Cellular One is a registered service mark of Cellular One Group. Other trademarks, service marks, and trade names referenced are the property of their respective owners.

## 27. CELLULAR ONE INTERNET DISCLOSURES AND POLICIES

**27.1** Broadband Internet Access Services Description. Smith Bagley, Inc., dba Cellular One of North East Arizona (Cellular One) provides the following broadband Internet access services to customers:

TABLE 1

3G Speed on C1 Network	LTE Speed on C1 Network	LTE Speed When Roaming	Video Speed
Up to 6Mbps Down/2Mbps Up	Up to 10Mbps Down/2Mbps Up	Up to 5Mbps Down/2Mbps Up	500 Kbps Down
LATENCY: 83ms	LATENCY: 90MS	LATENCY: 180MS	

Cellular One offers 4G/LTE Data Plans that offer "Unrestricted Increments of Usage" up to a specific, measured amount of data use. Unrestricted Increments of Usage means Cellular One does not intentionally reduce your bitrate transfer speed. These types of plans offer Unrestricted Increments of Usage up to a specific amount of megabytes or gigabytes.

Each of our services is suitable for most or all real-time applications, including web surfing, movies, gaming, voice over IP, and music. Occasionally, at times of peak usage, some applications may run more slowly than usual. Upon reasonable request we may provide specialized services to large enterprise customers at prices to be negotiated. Data used by certain speed measurement applications will count against your data allotment. The results from some speed measuring applications may show current network speeds, rather than the reduced speed that is currently available to you.

**27.2** Service Plan Prices. Our monthly prices, charges, and fees for broadband Internet access service plans, including installation charges and early termination fees for some plans, can be found here: [www.mycellularone.com](http://www.mycellularone.com).



**27.3 Non-Broadband Access Data Services.** We do not offer dial-up services. Cellular One's network does have a small number of sites (less than 10% of its entire network in very remote areas of its Network) where only 2G services are available. 2G services is for voice and texting only with no data services available.

**27.4 Network and Congestion Management.** The Company's goal is to provide the best possible Internet service to our customers at all times and to protect our network and customers from any undue harm that might be caused by malicious users or hackers, such as denial of service attacks. We use a variety of optimization techniques, such as TCP optimization. We do not size video streams but we do limit download throughput for video services to 500 Kbps (see TABLE 1 above in Section 27.1). These techniques do not discriminate among content or websites. When a cell site experiences high demand, data speeds for users on that site may be slower until such time as traffic levels returns to normal. We do not engage in blocking, paid prioritization, or affiliate prioritization. We engineer our network to provide consistent high-speed data service, but at times and at locations where the number of customers using the network exceeds available network resources, customers will experience reduced data speeds. To provide the best possible experience for the most possible customers, we implement network management practices on a content-agnostic basis, such as caching less data and prioritizing data usage. We also use a variety of physical, electronic, and procedural safeguards to protect our network from events that may negatively impact our customers' ability to use our Broadband Internet Access Services. We monitor our network to protect against security threats, including spam, viruses, automated attacks, worms, distributed denial of service attacks, and other potentially malicious activity. When we detect a threat, we will attempt to prevent it from spreading across our network using a variety of security measures, which may include rerouting or limiting some traffic over our network until the threat is resolved.

**27.5 Device Attachment Rules.** Customers may generally attach any lawful device of their choice that is compatible with our network, subject to any limitations of their data plan. Customers are advised to check our website [www.mycellularone.com](http://www.mycellularone.com) or contact the Company prior to purchasing any third-party equipment to ensure compatibility. The Company is not responsible for the compatibility, suitability or functionality of any equipment that is provided by the customer or any third-party. If any such equipment harms our network or degrades the service of other users, the customer may be required to disconnect the device and, in some cases, we may suspend or terminate service to customers that in our sole judgment are causing or contributing to harm.

**27.6 Security and Privacy.**

**27.6.1 Customer Security.** We may suspend or terminate service to customers that in our sole judgment harm the network or other users.

**27.6.2 Network Management and Service.** In order to maintain and improve our overall service levels for customers, we may measure and monitor network performance and the performance of your Internet connection. If you contact us for service support, we may access information about your device settings to provide customized technical support or to install applications or services that you wish to use. As part of network management and to try to prevent denial of service attacks or other harmful abuses of the network, we may monitor network traffic and the traffic of Customers who are affected by or involved in the harmful activity.

**27.6.3 Sale of Customer Data.** We do not gather information from your use of our Internet access services to direct customized third-party advertising specifically to you. We do not share data with third-party advertisers but we do analyze use to improve customer experience. We do not sell your personal information or Internet usage history to third parties. Many websites you visit will place "cookies" on your

device and may track your device for marketing and other purposes and that is not something the Company can control or prevent without blocking or degrading your service.

**27.6.4 Third Party Content and Services.** We are not responsible for the information, content, applications or services provided by others. Before you access, use, link to or download any service or application on your computer or wireless device, you should review the associated terms of service and privacy policy. We also recommend that all customers install applications to protect their devices from viruses and malware.

**27.6.5 Law Enforcement and Copyrights.** Upon receipt of a reasonable request for information from law enforcement, we will cooperate as required or allowed by law. In the event of actual or alleged violations of copyright, we may inspect network and customer traffic and will comply with the requirements of the Digital Millennium Copyright Act. In some cases, we may suspend or terminate service to customers who in our sole judgment are repeat copyright infringers.

**27.6.6 Privacy.** Cellular One is committed to protecting the privacy and security of our customers' personal information. For information on how Cellular One protects its customers' privacy, please review our Privacy Policy at [www.mycellularone.com/privacy-policy](http://www.mycellularone.com/privacy-policy).

**27.6.7 Questions or Complaints.** If you have questions or complaints about our broadband Internet access service you should first visit our website at: [www.mycellularone.com](http://www.mycellularone.com). If the question or complaint is not resolved on the web, you may contact one of our customer service representatives at (800) 730-2351. We find that most customer concerns or disputes can be resolved through our customer service representatives. If the question or complaint is still not resolved you may contact Cellular One's Chief People Officer at [CPO@cellularoneaz.com](mailto:CPO@cellularoneaz.com). However, any customer disputes that cannot be resolved without third-party intervention will be resolved by binding arbitration in accordance with the terms of our service agreement, which can be found here: [www.mycellularone.com](http://www.mycellularone.com).