

Plug Mobile Network Management Policy

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Plug Mobile, LLC (collectively, “Plug Mobile,” “we,” “us,” or “our”) provides this Network Management Policy (“Policy”) in accordance with Federal Communications Commission requirements to disclose certain network management practices, performance characteristics, and commercial terms. Additional information about our broadband policies and practices is available at www.plug.tech.

This Policy provides information about Plug Mobile’s Broadband Internet Access Services. “Broadband Internet Access Services” refers to services that provide the capability to transmit data to and receive data from all or substantially all Internet endpoints.

Described below are the network practices, performance characteristics, and commercial terms applicable to Plug Mobile customers on Plug Mobile’s Broadband Internet Access Services over Wholesale Partners’ domestic 4G LTE and 5G networks.

This Policy does not describe the practices, characteristics, or commercial terms that may apply when using a roaming partner network, to the extent roaming may be available; see our Plan Terms & Conditions (“T&C”) at www.plug.tech for details.

Network Management Practices

How does Plug Mobile manage data on its network?

Plug Mobile’s Wholesale Partners’ network is engineered 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 offer the best experience for the most customers on our plans, we use content-agnostic network management practices. Examples include caching less data, prioritizing data usage of non-Heavy Data Users, and video optimization.

These practices do not discriminate against offerings that might compete against those offered by Plug Mobile or any affiliate on the basis of such competition.

The network also addresses the priority needs of emergency communications, law enforcement, public safety, critical infrastructure, or national security authorities, consistent with or as permitted by applicable law.

This may impact other users’ service during times of congestion, such as during a natural disaster or other emergency.

How is data prioritized for Plug customers?

To provide the best possible experience for the most possible customers on Plug Mobile plans, and to minimize capacity issues and degradation in network performance, we manage significant high-speed data usage through prioritization.

Specifically, “Heavy Data Users” (currently defined as customers who have purchased a Plug Service Plan, and who use more than 30GB of data in a monthly billing cycle) will have their data usage prioritized below the data usage (including tethering) of other customers at times and at locations where there are competing customer demands for network resources, which may result in slower data speeds.

At the start of the next monthly billing cycle, the customer’s usage status is reset, and this data traffic is no longer prioritized below other traffic.

Customers who use data in violation of Plug Mobile’s Terms and Conditions and/or Acceptable Use Policy may be excluded from this calculation.

To help avoid applying this practice and reduce mobile data consumption, customers may wish to connect to a secure Wi-Fi network when engaging in data-intensive activities, including, but not limited to, online gaming, file downloads/uploads, and video streaming.

The threshold number for a Heavy Data User on our Service Plans is periodically evaluated across our rate plans to manage network traffic, deliver a good experience to all customers, and offer a range of customer choices.

Your data usage is always available for you to review in the Plug Tech app and on your Account Management page.

Where the network is lightly loaded in relation to available capacity, a customer whose data is prioritized lower than other traffic will notice little, if any, effect from having lower priority.

This will be the case in the vast majority of times and locations.

Customers may notice reduced speeds in comparison to customers with a higher priority during network congestion.

At times and at locations where the network is heavily loaded in relation to available capacity, these customers will likely see significant reductions in data speeds, especially if they are engaged in data-intensive activities.

Customers should be aware that these practices may occasionally result in speeds below those typically experienced on our 5G or 4G networks, including a greater likelihood of reduced speeds in the lower end of the speed ranges.

Depending on the level of network congestion, these customers might experience more frequent disruptions in some video streaming, file downloads, and other high-bandwidth activities.

Our Wholesale Partners constantly work to improve network performance and capacity, but there are physical and technical limits on the amount of capacity that is available.

In constrained locations, the frequency of heavy loading in relation to available capacity may be greater than in other locations.

When network loading goes down or the customer moves to a location that is less heavily loaded in relation to available capacity, the customer's speeds will likely improve.

Plug Mobile offers other services to its customers that use the same network infrastructure and resources as its broadband internet access services and are given priority over other traffic on the network.

These other services currently include calling-related services such as Voice over Internet Protocol (VoIP), Voice over New Radio (VoNR), Voice over LTE (VoLTE), Video over LTE (ViLTE), data prioritization for services with 5G network slicing, and Wireless Priority Service.

More services may be added, such as to serve other public safety needs or organizations designated by the Department of Homeland Security for critical infrastructure.

These services may affect the availability of network resources for broadband internet access services, which may be noticeable in times of congestion.

Similarly, Wireless Priority Service traffic may preempt other traffic during times of extreme congestion, which means that, in rare cases, we may interrupt an active data or voice session to support public safety or critical infrastructure needs.

What do I need to know about video optimization?

Plug Mobile uses streaming video optimization technology. Streaming video optimization improves the network's overall data usage management, resulting in greater network speeds and throughput for other customers using data because less network payload is dedicated to video.

For videos that are not self-optimized by the video provider, we adjust the delivery rate for streaming, which results in the video being delivered at lower resolutions and using less data.

Video optimization occurs only for data streams that are identified by the packet-core network as video or where the video provider has chosen to establish protocols to self-optimize its video.

Some videos, like those consumed via VPN, Apple Private Relay, or while tethering, may be difficult to identify as video and therefore cannot be optimized.

The streaming video optimization process applies to content identified as video, regardless of the content itself or the website that provides it.

While many changes to streaming video files are likely to be indiscernible, the optimization process may impact the appearance of the streaming video as displayed on a user's device.

In some instances, video optimization may also identify and treat downloads of video files as if they were video streams.

However, content providers may have the option to opt in to a protocol that helps identify video downloads and ensures they are not treated as streaming videos.

When connected to the cellular network, video streaming optimization delivers an SD-quality (typically 480p up to 1.5 Mbps) video experience instead of a higher resolution version (e.g., HD, typically 1080p or Ultra HD, max 4K), which is better suited for larger screens.

Video optimization is not applied when a device is using Wi-Fi to connect to our network.

Does Plug Mobile allow customers to use non-Plug Mobile devices and applications for its Broadband Internet Access Services?

You must use a supported, compatible Device to access the Plug Mobile network.

Only certain phones and tablets are supported devices. Plug Mobile will provide you with a list of supported Devices upon your request.

Modems, bypasses, gateways, automated relay devices, and any other Devices used for commercial or redirection purposes are not supported and violate our Acceptable Use Policy ("AUP").

Failure to use a supported, compatible Device when accessing our network will result in immediate termination of your Service.

You can find out more about Devices at www.plug.tech.

What security measures does Plug Mobile use to protect its Broadband Internet Access Services?

Plug Mobile takes the security of its network very seriously.

Please refer to our T&Cs (including our Privacy Policy and AUP) for a list of precautions we may take to ensure security.

Performance Characteristics

What speeds and performance can Plug Mobile-branded Broadband Internet Access Services customers expect? Where are these speeds available?

Many factors affect the speed and performance that customers experience, including but not limited to network prioritization, the programs or services running on the device, proximity to a

cell site, the capacity of the cell site, weather, the surrounding terrain, use inside a building or moving vehicle, radio frequency interference, how many other customers are attempting to use the same spectrum resources, any high-speed data allotment, the rate plans or features you select, and uses that affect your network prioritization, such as whether you are using Mobile HotSpot (tethering).

Customer devices may have varying speed capabilities and may connect to different networks depending on technology.

Even within coverage areas and with broadband-capable devices, network changes, traffic volume, outages, technical limitations, signal strength, obstructions, weather, and other conditions may impact speeds and service availability.

For the typical speeds and performance that customers can expect when using 5G and/or 4G LTE capable devices and SIMs within an appropriate coverage area over our Partners' 5G and/or 4G LTE networks, subject to the factors described above and below, see below.

Speed

The term “speed” is commonly used as a shorthand way to describe the rate at which a particular Broadband Internet Access Service can transmit data.

This rate (or speed) is typically measured in the number of kilobits or megabits transmitted in one second (Kbps or Mbps).

Some applications, like email or basic web Browsing, do not require a high data speed to function very well, while other activities, like high-definition video streaming or transferring large data files, are better experienced with higher data speeds.

Latency

Latency, also known as delay, is the amount of time from when a data packet is sent to when it is received.

For Broadband Internet Access Services, latency is usually expressed as the round-trip time in milliseconds (“ms”) that it takes for a data packet to travel between two end points on the Internet (from point A to point B and then back to point A).

Some applications, such as email, can tolerate a substantial amount of latency without any noticeable impact on their performance, while others, such as real-time video conferencing, require lower latency to function properly.

Based on our Wholesale Partners' published network management policy disclosures, and subject to the factors described above and below, Plug Mobile expects Plug Mobile customers with recent broadband-capable devices and qualifying service to generally expect the following speeds and latency ranges on the 5G and/or 4G LTE networks.

5G and/or 4G LTE access requires a capable device and SIM within an appropriate coverage area.

Your actual availability, speed, and coverage may vary:

Network	Typical Download Speeds (Mbps)	Typical Upload Speeds (Mbps)	Typical Latency (ms)
5G Network	79 – 357 MBPS	6-30 Mbps	17-32 ms
4G LTE Network	13 – 61 MBPS	2 – 11 MPBS	26 – 46 ms

The ranges above represent network performance nationally on recent devices and may differ from future network conditions or from what you purchased as part of your current rate plan when you first activated it.

As described above, your experience may also differ based on a number of factors.

To access a given network technology (e.g., low-band 5G), you must have a compatible device and be within the service's coverage area (e.g., a low-band 5G device in a low-band 5G coverage area).

Learn more about device capabilities by reviewing your user manual or finding information about devices [here](#).

Devices operating on the nationwide 5G network may, in some areas, use both 4G and 5G signals and dynamically route traffic between the signals to support your connectivity.

The network architecture providing dual connectivity could result in instances where your device indicates a 5G connection, even though you are temporarily utilizing only 4G.

As 5G technology develops, devices will be able to experience direct and continuous 5G in more places

For more detailed information about Plug Mobile's Broadband Internet Access Services, please see our Plan Terms & Conditions at www.plug.tech.

For any additional questions regarding Plug Mobile, you may call our customer service department at 888-973-9398.

Commercial Terms

What terms and conditions apply to Plug Mobile's Broadband Internet Access Services?

Broadband Internet Access Services are subject to our T&Cs (including our Privacy Policy and Acceptable Use Policy), which are located at www.plug.tech.

These T&Cs are subject to change, so you should visit the T&Cs frequently, including when you activate service.

Certain uses of our network are prohibited as described in our T&Cs, including, without limitation, uses prohibited under our AUP, located at www.plug.tech. In addition, the T&Cs describe our dispute resolution procedures.

What data plans does Plug Mobile offer? Will my data be slowed on these plans?

Currently, Plug Mobile offers mobile Broadband Internet Access Services for compatible smartphones and tablets over a nationwide 4G LTE and 5G broadband networks. The current pricing of our data plans can be found at www.plug.tech. Prices are subject to change.

5G and/or 4G LTE access requires a capable device and SIM within an appropriate coverage area.

Your actual availability, speed, and coverage may vary. Each of our current plans features a designated allotment of high-speed data, after which your data speed may be reduced to 2G speeds (for most plans, 256 Kbps) or your data access may be suspended for the remainder of the applicable monthly period, as described in our T&Cs ("Data Usage Level").

To the extent Mobile HotSpot (tethering) is offered on any Plug Mobile plan, your usage of Mobile HotSpot (tethering) counts as high-speed data usage.

Certain Plug Mobile customer service applications, such as the Plug Tech app and the Plug Mobile Account Management webpage, do not count against high-speed data allotments when detected by our Wholesale Partner.

While our Wholesale Partner continues to expand its network capacity, some network management is still required for these scenarios because very heavy data usage at times and places of competing network demands can affect the network performance for other customers.

We do reduce data speeds on our Service Plans, however, as described above, Heavy Data Users (customers on our Unlimited Service Plans who use more than 30GB of data in a month), will have their data usage prioritized below the data usage (including tethering) of other customers for the rest of the monthly billing cycle, at times and at locations where there are competing customer demands for network resources, which may result in slower data speeds for the remainder of the month.

For the avoidance of doubt, Mobile HotSpot (tethering) counts towards Heavy Data User thresholds of our Unlimited Service Plans, and any usage of Mobile HotSpot (tethering) after the Heavy Data User threshold is reached, including any such usage made via add-on hotspot purchases to the extent available, will be subjected to lower prioritization.

Certain data-intensive activities, including but not limited to online gaming, file downloads/uploads, and video streaming, may be limited and/or inaccessible when our network is busy for Heavy Data Users for the remainder of the month.

For all Service plans, our Wholesale Partner may also reduce speeds during times of network congestion per their policies, and we or our Wholesale Partner may reduce speeds for violation of our Terms & Conditions and/or Acceptable Use Policy.

How does Plug Mobile protect the privacy of customers using its mobile Broadband Internet Access Services?

Plug Mobile is committed to protecting the privacy and security of our customers' personal information. Please review our Privacy Policy at www.plug.tech.

How can I see my plan's Broadband Label?

Plug Mobile provides Broadband Labels for plans that we currently offer to new consumers. These plans provide data access to all or substantially all of the Internet.

The labels contain information such as price, fees, and data speeds to help you make an informed decision about which wireless services best suit your needs.

You can find these labels on our plans page.

Broadband plan label data is available to export for active plans at [\[include link to machine-readable CSV\]](#).

How can customers who have concerns or questions about their Broadband Internet Access Services contact Plug Mobile?

We strive to provide excellent customer service and resolve any issues promptly. If you have questions, complaints, or need additional information, please call 888-973-9398.