**Reigning Grace Technologies**

FRN#0027153535

Broadband Internet Access Services

Network Management Practices, Performance Characteristics, and Commercial Terms and Conditions for Fixed Services

Reigning Grace Technologies, (“RGT”) has adopted the following network management practices, performance characteristics, and commercial terms and conditions for its broadband Internet access services in compliance with the Federal Communications Commission’s (“FCC’s):​

Open Internet Framework requirements (GN Docket No. 09-191, WC Docket No. 07-52, and WC Docket 17-108).

These practices, characteristics, terms and conditions are intended to help preserve the Internet as an open framework that enables consumer choice, freedom of expression, end-user control, competition, and freedom to innovate without permission, while permitting the Company to manage its network reasonably. These practices, characteristics, terms and conditions are effective as of Oct 15 2019. The Company may add, delete, or modify certain practices, performance characteristics, terms and conditions from time to time at its discretion. The Company will provide as much advance notice as practicable of such changes. It will normally endeavor to furnish written notice of rate changes thirty (30) days before changes become effective, but reserves the right to use a shorter notice period when regulatory, operational, technical or other circumstances warrant. ​

Network Management Practices

Blocking - Any practice (other than reasonable network management elsewhere disclosed) that blocks or otherwise prevents end user access to lawful content, applications, service or non-harmful devices, including a description of what is blocked.

Answer: RGT does not block any specific sites. Our firewalls may automatically block sites if harmful activities are detected. Customers may contact our technical support if they experience blocking to a site that they feel is in error.

Throttling - Any practice (other than reasonable network management elsewhere disclosed) that degrades or impairs access to lawful Internet traffic on the basis of content, application, service, user, or use of a non-harmful device, including a description of what is throttled.

Answer: RGT does not throttle users.

Affiliated Prioritization - Any practice that directly or indirectly favors some traffic over other traffic, including through use of techniques such as traffic shaping, prioritization, or resource reservation, to benefit an affiliate, including identification of the affiliate.

Answer: RGT does not prioritize any traffic type.

Paid Prioritization - Any practice that directly or indirectly favors some traffic over other traffic, including through use of techniques such as traffic shaping, prioritization, or resource reservation, in exchange for consideration, monetary or otherwise.

Answer: RGT does not prioritize any traffic type.

Congestion Management - Descriptions of congestion management practices, if any. These descriptions should include the types of traffic subject to the practices; the purposes served by the practices; the practices’ effects on end users’ experience; criteria used in practices, such as indicators of congestion that trigger a practice, including any usage limits triggering the practice, and the typical frequency of congestion; usage limits and the consequences of exceeding them; and references to engineering standards, where appropriate.

Answer: RGT does not load balance on the basis of customer usage limits. Load balancing is achieved at the network hardware level by monitoring link capacity utilization.

Application Specific Behavior - Whether and why the ISP blocks or rate controls specific protocols or protocol ports, modifies protocol fields in ways not prescribed by the protocol standard, or otherwise inhibits or favors certain applications or classes of applications.

Answer: RGT does not limit access any ports, with the exception of port 1900, for network security reasons. A public IP address is required to reach back into the network from an outside network.

Device Attachment Rules - Any restrictions on the types of devices and any approval procedures for devices to connect to the network.

Answer: RGT does not restrict any device types.

Security - Any practices used to ensure end user security or security of the network, including types of triggering conditions that cause a mechanism to be invoked (but excluding information that could reasonably be used to circumvent network security).

Answer: RGT employs industry standard firewall practices. Private IP addresses are required for network access.

Performance Characteristics

Service Description - A general description of the service, including the service technology, expected and actual access speed and latency, and the suitability of the service for real time applications.

Answer: RGT offers high speed internet service via a fixed wireless network. Our download speeds range from 2 Mbps to 10 Mbps. Speeds are not guaranteed. Typical latency is 20-85 ms which is sufficient for most real-time applications. Specific network latency values are not guaranteed.

Impact of Non-Broadband Internet Access Service Data Services - If applicable, what non-broadband Internet access service data services, if any, are offered to end users, and whether and how any non-broadband Internet access service data services may affect the last-mile capacity available for, and the performance of, broadband Internet access service.

Answer: We do not offer non-broadband Internet access service data services.

Commercial Terms

Price - For example, monthly prices, usage-based fees, and fees for early termination or additional network services.

Answer: See http://www.rgttech.com/packages-and-pricing.html for RGT pricing and http://www.rgttech.com/terms-of-service.html for information in regards to early termination.

Privacy Policies - A complete and accurate disclosure about the ISP’s privacy practices, if any. For example, whether any network management practices entail inspection of network traffic, and whether traffic is stored, provided to third parties, or used by the ISP for non-network management purposes.

Answer: RGT does not store or use any network information from customers.

Redress Options - Practices for resolving complaints and questions from consumers, entrepreneurs, and other small businesses.

Answer: Questions and complaints from consumers, entrepreneurs and small businesses can be made by phone at 479-312-7718 from 8:00 AM to 5:00 PM Central, Monday through Friday or by email to will@rgttech.com