

# Additional Policies and Disclosures for Internet Services

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## Network Practices

### **Network Management**

TransWorld Network, Corp's ("TWN") primary focus is to provide its customers with the best possible online experience. As high-speed bandwidth and network resources are not unlimited, effective network management is essential in providing customers with a high level of service.

We use reasonable network management practices, consistent with industry standards, and also maintain an Acceptable Use Policy located within our [Terms and Conditions](#) for the safety and protection of our network and our Wi-Power® Internet Service customers.

By engaging in reasonable and responsible network management, TWN can help prevent the negative effects of spam, viruses, security attacks, network congestion, and other risks which may at times lead to degradation of service levels..

TWN's network management procedures and tools are dynamic, like the network and its usage, meaning they can and do change frequently. As the Internet and related technologies continue to evolve and advance, TWN's network management tools are intended to evolve and keep pace so that we can endeavor to provide the best possible, most reliable, and safest online experience available to all of our customers. To keep our customers and interested edge providers up to date with our procedures, TWN is committed to providing updates here and in other appropriate locations if we make important or significant changes to our network management techniques.

### **Congestion Management**

TWN's network management protocols are designed to ensure, to the greatest extent possible, that all of our high-speed Internet customers have fair and equal access to the Internet and to bandwidth resources by identifying and addressing network congestion issues in a timely and effective manner. TWN provides the same congestion management techniques to business and residential accounts.

Current congestion management protocols are called into play when an area of the network nears a state of congestion to ensure that all customers have a fair share of access to the network. Customer accounts using the greatest amounts of bandwidth and their Internet traffic will be temporarily managed until the period of congestion passes. Customers will still be able to proceed as they were, and many activities will be unaffected, but affected customers can expect to experience longer download or upload times, and activities such as web-surfing and on-line gaming may seem slower or sluggish.

TWN's congestion management method is not conditional on the online activities, protocols or applications a customer uses; it focuses only on the heaviest users in real time, resulting in periods of congestion that typically tend to be fleeting and sporadic. TWN's method is dynamic in nature and based on then current prevailing network conditions as well as customer specific data usage over a very recent period of time.

Based on TWN's experience using the current methodology, we have determined that select portions of the network tend to be in a congested state only for relatively small portions of the day, if at all.

TWN constantly monitors how user traffic is affected by our congestion management and overall network management techniques and makes adjustments as necessary to ensure that our Wi-Power Internet customers have a high-quality online experience. TWN also routinely evaluates overall demands on its network for identifying capacity enhancement needs and expansion opportunities.

### **Application-Specific Behavior**

#### **Digital Phone Service ("VoIP")**

Wi-Power Digital Phone Service is a separate facilities-based IP phone service that is not affected by TWN's congestion management technique. TWN customers who use VoIP providers that rely on delivering calls over the public Internet who are also using a disproportionate amount of bandwidth during a period when this congestion management technique goes into effect may experience a degradation of their call quality at times of network congestion. It is important to note, however, that VoIP calling, in and of itself, does not use a significant amount of bandwidth. Further, TWN's experience with our current congestion management technique does not indicate significant changes in the quality of VoIP calls, even for managed customer traffic during periods of congestion.

#### **Streaming video and/or video downloads**

During periods of congestion, any customers who are using a disproportionate amount of bandwidth may be affected by this technique, without regard to the type or content of the online activity. Our technique does not include the determination of applications or protocols are being used or the content, source or destination of the affected online activity.

#### **P2P traffic and/or applications like BitTorrent, Gnutella, and others**

TWN does not block P2P traffic or applications like BitTorrent, Gnutella, or others as part of its current network congestion management technique. Our network congestion management technique is "protocol-agnostic," meaning that the system does not manage congestion based on the applications being used by customers. It is also content neutral, so it is not dependent on the type of content that is generating traffic congestion. In other words, customer traffic is congestion-managed not based on the applications or content being used, but based on current network conditions and recent amounts of data transferred by users.

TWN provides its customers with full access to all the lawful content, services, and applications available on the Internet. However, we are focused on protecting our customers from spam, phishing, and other unwanted or harmful online content and activities. TWN uses industry standard tools and generally accepted best practices and policies to help us meet this continued goal. In cases where these tools and policies identify certain online content as harmful and unwanted, such as spam or phishing Web sites, this content is usually prevented from reaching customers. In other cases, our tools and policies may permit customers to identify certain content that is not

clearly harmful or unwanted, such as bulk email or Web sites with questionable security ratings, and enable those customers to inspect the content further if they want to do so.

### **Device Attachment Rules**

As part of the initial service installation, TWN provides customers with all the necessary and approved equipment to connect to our network. The customer may then connect their computer equipment to TWN's router to access the network.

### **Security**

TWN employs various practices in our endeavor to help prevent unwanted communications (including spam), and protect our customers' security and that of our network. TWN has limits in place for the number of login, SMTP, DNS, and DHCP transactions per second (at levels far exceeding 'normal' usage) that can be sent to TWN's servers. This is done in order to protect our servers against Denial of Service (DoS) attacks. To maintain the effectiveness of these measures, and ensure that these critical services are available for all of our customers, TWN does not disclose these limits. In order to further protect our customers, TWN blocks a limited number of ports that are commonly used to send spam, launch malicious attacks, or steal customer information.

## **Performance Characteristics**

### **Service Description**

TransWorld Network, Corp. ("TWN") offers broadband Internet service and Digital Phone service to both residential and business customers over its Wi-Power fixed wireless broadband network, where available.

TWN has designed the Wi-Power network to operate without reliance on network infrastructure owned by other carriers or telephone companies. TWN deploys and maintains its own fixed wireless network to achieve last-mile connectivity.

TWN provides residential and commercial customers with a variety of high speed Internet plans from which to choose. These options range from a basic plan, with download speeds up to 200 kilobits per second ("kbps"), and upload speeds up to 128 kbps, to our Xtreme package, featuring download speeds up to 5 Megabits per second ("Mbps"), and upload speeds to 1 Mbps. Our customer premise equipment and network are engineered to ensure our customers are able to experience the speeds to which they subscribe, however, TWN can not guarantee that a customer will actually achieve those speeds at all times. Without the purchase of an expensive, dedicated Internet connection, no Internet service provider ("ISP") can guarantee a particular speed at all times to a customer. We advertise our speeds as "up to" a specific level based on the plan to which the customer subscribes.

[Test your connection speed here](#)

## **Commercial Terms**

### **Pricing**

[Residential pricing](#)

[Business pricing](#)

[Wi-Power Internet Terms & Conditions](#)

[Wi-Power Digital Phone Service Terms & Conditions](#)

### **Privacy Policies**

[Privacy Policy](#)

### **Inquiries**

Please direct policy/disclosure inquiries, comments, and complaints to TWN as follows:

Toll-free by calling: 1-877-877-6861

Via email at: customersvc@twncorp.com

In writing at: TRANSWORLD NETWORK, CORP  
ATTN: CUSTOMER SERVICE – WI-POWER  
255 Pine Ave N  
Oldsmar, FL 34677

TWN will typically respond within five business days.