

TRIANGLE MOBILE

NETWORK TRANSPARENCY STATEMENT

Triangle Mobile “Triangle” provides this Network Transparency Statement in accordance with the FCC’s Restore Internet Freedom Rules to ensure that you have sufficient information to make informed choices about the purchase of mobile services. Information about Triangle’s other policies and practices concerning mobile are available at www.itstrianglemobile.com (“Triangle Mobile Website”).

Triangle engages in network management practices that are tailored and appropriate for achieving optimization on the network considering the particular network architecture and technology of its mobile Internet access service. Triangle’s goal is to ensure that all of its customers experience a safe and secure mobile Internet environment that is fast, reliable and affordable. Triangle wants its customers to indulge in all that the Internet has to offer, whether it is social networking, streaming videos and music, and/or communicating through email.

Triangle’s network management includes congestion and security-protocol-management and customers generally will not be impacted by the protocols and practices that Triangle uses to manage its network.

A. Triangle’s Network Transparency Disclosures

Triangle uses various tools and industry standard techniques to manage its network and deliver fast, secure and reliable Internet service. Triangle believes in full transparency and provides the following disclosures about its network management practices. Triangle does not block, throttle, rate-control traffic based on IP address source or IP destination; however, we do prioritize traffic based on protocol or packet content for quality of service purposes to separate VoLTE and data only traffic. Triangle’s customers are allowed to:

1. Access the lawful Internet content of their choice.
2. Run lawful applications and use lawful services of their choice.
3. Connect to their choice of lawful devices that don’t harm the network. These devices need to be authorized by the carrier for compatibility.
4. Access the network providers, application and service providers, and content providers of their choice.

B. Network Performance

1. Service Descriptions

Triangle Mobile Internet is a wireless data service that allows connection of an authorized Internet-capable device to the Internet. The service is available throughout Triangle's cellular coverage area and operates under the performances described below. When a Triangle customer is roaming within the areas of the United States served by our data roaming partner(s) outside of Triangle's coverage area, wireless data service is available under the performances of the roaming carrier's data network.

2. Network Performance

Triangle Mobile Internet provides both 4G and 3G connection speeds. Due to sharing data services, actual speeds will vary depending on signal strength, the customer's location (distance from tower/transmitter), mobility (whether the user is in a moving vehicle, walking or sitting), and network traffic (number of users at a specific time). Speeds may additionally be contingent on the capabilities of the end-user's equipment or device. The signal quality and data access and speeds may also be affected by structural materials. Customers may receive slower "1X" data speeds when signal strength is not sufficient for 4G or 3G.

SPEEDS

| Advertised Speeds (Down/Up) | Actual Speeds Measured (Down/Up)* | Actual Latency Measured (ms)* |
|--|--|--|
| 4G Product (shared service) | 41.5 Mbps/9.6 Mbps | 74 |
| 3G Product (shared service) | 1.2 Mbps/1.18 Mbps | 122 |

*Data updated 6/8/18.

The Triangle 4G data network uses Long Term Evolution (LTE) technology and the Triangle 3G data network uses the CDMA2000 EV-DO Rev A standard. Both Technologies support a diversity of symmetric, delay-sensitive, real-time and concurrent voice over IP (VoIP) and progressive broadband data applications. "1X" data service for real-time applications is limited by the data speeds and latency of the 1XRTT network.

C. Commercial Terms

Pricing and additional service information may be found [here](#).

In addition to this Network Transparency Statement, patrons may also find links to the following on the Triangle Website:

- [Privacy Policy](#)

- [Terms and Conditions](#)

For questions, complaints or requests for additional information, please contact Triangle Mobile at:

Monday – Friday, 8:30-6:00 p.m., Saturday 10:00-1:00 p.m. (406) 394-8800

After Hours Support (855) 332-1221

<http://www.itstrianglemobile.com/contact-us>