FLIGHT MOBILE NETWORK MANAGEMENT PRACTICES

Effective February 1, 2026

Flight Mobile wireless service ("Flight Mobile" or the "Service") utilizes Wi-Fi service – both Company home Wi-Fi and Wi-Fi provided by other internet Service Providers ("ISPs"). When not connected to Wi-Fi, the Service utilizes our carrier partner's mobile broadband cellular network and is subject to its network management practices and controls. The disclosures below reflect, where appropriate, those practices and controls. These disclosures do not describe the practices, characteristics, or terms that apply when our customers are using roaming partner networks.

Network Management

Company does not discriminate against lawful internet content, applications, services, or non-harmful devices. Company uses the following measures to further its commitment to providing optimal Flight Mobile service to customers, subject to reasonable network management practices:

• No Blocking

Company does not block or otherwise prevent access to legal content, applications, services, or non-harmful devices. Company does engage in reasonable network management practices as described below.

• No Throttling

Company does not impair or degrade lawful internet traffic on the basis of content, applications, services, or non-harmful devices. Company does engage in reasonable network management practices as described below.

• No Affiliated Prioritization

Company does not directly or indirectly favor some traffic over other traffic, including through use of techniques such as traffic shaping, prioritization, or resource reservation, to benefit an affiliate.

• No Paid Prioritization

Company does not directly or indirectly favor some lawful internet traffic over other lawful internet traffic in exchange for consideration of any kind, monetary or otherwise.

• Congestion Management

Flight Mobile strives to provide customers the best experience when using our carrier partner's network. However, an individual user's experience will vary depending upon many factors, including the network (4G LTE, 5G, or 5G+ Mid-Band) available in the customer's location, performance of the mobile device in use, and the data option the customer has selected.

Certain customers may experience slower data speeds during periods of congestion on our carrier partner's cellular network. Once the demand on the cellular network lessens, your speed will return to normal.

The 4G LTE, 5G, and 5G+ Mid-Band networks of our carrier partner use optimization and transcoding technologies to transmit data files in a more efficient manner to allow available network capacity to benefit the greatest number of users. These techniques include caching less data, using less capacity, sizing video files more appropriately for mobile devices, and optimizing video viewing, which can involve managing video resolution and throughput.

Customers utilizing Company home internet service or other Wi-Fi service on their mobile device will have text, image, and video files delivered over Wi-Fi at the native resolution. On Company home internet service, Company uses reasonable network management practices that are consistent with industry standards. When Flight Mobile service customers are connected to another ISPs' Wi-Fi, congestion management practices will vary by the provider. Data delivered via Wi-Fi connection does not count towards Service plan data allowance.

Content Access

Company provides its customers with full access to lawful content, services, and applications and is committed to protecting customers from spam, phishing, and other unwanted or harmful online content and activities. Company employs established industry tools and adheres to widely accepted best practices and policies to uphold this commitment. Whenever these tools and policies detect certain online content as potentially harmful or unwanted, such as spam or phishing websites, Company typically attempts to prevent this content from reaching its customers. Company limits the number of logins, SMTP, DNS, and DHCP transactions per second (at levels far above 'normal' rates) that customers can send to Company's servers in order to protect them against Denial of Service (DoS) attacks. The specific rate limits are not disclosed to maintain the effectiveness of these protective measures.

Network Traffic

Company and its carrier partner deploy certain measures to enforce the provisions of the Digital Millennium Copyright Act (DMCA). Company also does not prioritize any type of network traffic in a preferential manner. In order to protect its customers, Company blocks a limited number of ports that are commonly used to send spam, launch malicious attacks, or steal a customer's information.

Limitations on Mobile Devices That Can Be Attached

You may activate a mobile device that Company has certified to be compatible with its network. Please note that Company will not be able to determine if your device is locked by your existing carrier or whether it is still subject to your existing carrier's device purchase plan. Subject to the mobile device's capabilities, you can use your device with the Flight Mobile service to create a mobile hotspot or tether your mobile device to other connected devices, depending on the rate plan you have selected. These practices are subject to the terms, conditions, and data pricing options of your Service and the network management practices and controls of our carrier partner. If you are on the Flight Premier or Flight Premier Plus rate plans, mobile hotspot data is available up to 5 GB of your existing full speed data allotment and your tethered mobile device will receive 4G LTE/5G speeds.

Network Security

Company manages its mobile broadband access service network to deliver the best possible wireless broadband internet experience to all of its customers. Company uses various tools and techniques to manage its network, deliver its service, and ensure compliance with the Flight Mobile Acceptable Use Policy. In the absence of efficient network management, customers could be vulnerable to the adverse impacts of spam, viruses, security threats, network congestion, and other potential risks or disruptions in the service quality. Network management activities may include actions like recognizing spam and preventing its delivery to customer email accounts, detecting malicious internet traffic and preventing the distribution of viruses or other harmful code or content. Additionally, Company may need to employ other tools and techniques as necessary in order to deliver the best possible mobile service experience to all of its customers.

 If you would like information about access to a particular internet address through Flight Mobile, please contact the company at 1-802-540-0007 .

Performance Standards

- *Over Mobile Network*. Flight Mobile service offers wireless broadband internet access services to its customers over 4G LTE, 5G, and 5G+ Mid-Band mobile

broadband networks. You must be using a 5G compatible mobile device and be within the 5G coverage area to access the 5G and 5G+ Mid-Band network.

You must be using a 4G LTE compatible mobile device and be within the 4G LTE coverage area to access the 4G LTE network. Customers with 5G mobile devices will access the 4G LTE network where it is available outside the 5G and 5G+ Mid-Band coverage area. Whether you experience maximum speeds for uploading and downloading data using the Service depends on many factors, including, among others, the type of mobile device, the programs running on the mobile device, your location, and how many other customers are attempting to use the same spectrum resources (including both wireless broadband internet access and other nonbroadband internet access services that share the cellular network) and is also subject to the applicable congestion management techniques described above. In addition, the connection speeds of a tethered mobile device will vary. For all data options, speeds will be subject to the maximum speeds the tethered mobile device receives.

- *Over Company home internet service.* Performance results for use of Flight Mobile on the cellular network do not reflect the Flight Mobile service experienced by customers connected to Company home internet service. Performance over any Wi-Fi network, including Company home internet service, may vary based on any number of factors, such as, but not limited to, the number of other users trying to use the same Wi-Fi router at the same time, performance of your mobile device, your Wi-Fi receiving antenna, your distance to the Wi-Fi router, attenuation from walls and foliage, and interference from other devices using the same spectrum. Wi-Fi uses spectrum that the FCC has allocated for "unlicensed" use, which means that use of this spectrum is not protected from interference from other devices using the same spectrum in the same geographic area. Therefore, Wi-Fi connection through your Company home internet service is provided using our commercial efforts. When not connected to Company home internet service, Flight Mobile service will attempt to connect over our carrier partner's mobile wireless broadband cellular network.

  - *Other services on the network.* Flight Mobile service uses our carrier partner's wireless broadband cellular network and shares that network with those services and other non-broadband internet access services that our carrier partner offers. When accessing Flight Mobile service via Company home internet service, no services other than broadband internet access service are delivered via the access point. When accessing Flight Mobile service via another Wi-Fi network, users may share those Wi-Fi networks with other

services that Company does not know about or manage. As such, Flight Mobile service cannot predict other services that may share those Wi-Fi networks. Company may utilize additional network management practices, including capping data usage, if it determines that the subscriber is violating the Flight Mobile Acceptable Use Policy.

Customer Information Privacy and Security

Company maintains the privacy and security of all customer mobile network traffic as described above and in accordance with the Flight Mobile Customer Privacy Notice ("Privacy Notice"), which may be found at https://www.burlingtontelecom.com/wp-content/uploads/2026/01/Mobile-Network-Policy.pdf.

Additional Information

For more information or to file a complaint about Company's mobile network management practices please contact the company at 1-802-540-0007 . If any information found within our policies and agreements located on https://www.burlingtontelecom.com/wp-content/uploads/2026/01/Mobile-Network-Policy.pdf. are inconsistent with this mobile network management disclosure, this disclosure controls.