

Q. Why did WildBlue lower the FAP levels?

A. WildBlue’s satellite-delivered broadband network is a shared network. WildBlue lowered the thresholds to allow the normal WildBlue user better browsing speeds and ensure that all WildBlue customers have an equitable experience across the WildBlue network. Through the initial months, it was discovered that the original FAP levels were allowing some users to possibly influence the browsing speeds of others. To help balance the experience, WildBlue has made this change.

Q. How do FAP levels relate to the "speed" of the WildBlue Service?

A. The FAP Levels indicate the amount of usage any account may have within a 30-day rolling period and the speed indicates a maximum "up to" amount at which that usage may be transported. If the usage limit is exceeded within the 30-day rolling period, the speed is reduced until the usage limit reaches 80 percent of the rolling 30-day threshold.

Q. Why are WildBlue FAP Levels unfair and/or too low?

A. The FAP Thresholds are approximately five times what an average broadband Internet user uses in a month and two to three times more than what our competitors offer. WildBlue strives to offer an equitable and fair access to all users of the WildBlue service and may change the FAP thresholds periodically to ensure a few users do not influence the experience of others.

Q. Can I buy more bandwidth?

A. No. At this time you must adhere to the current thresholds which are:

| | WildBlue FAP Monthly Usage Thresholds | | |
|---------------------------|---------------------------------------|------------|---------|
| | Value Pak | Select Pak | Pro Pak |
| Upload Threshold (MB) 1 | 2,300 | 3,000 | 5,000 |
| Download Threshold (MB) 2 | 7,500 | 12,000 | 17,000 |

However, if a user is being fapped and they have the Value Pak or Select Pak, they can upgrade to a higher package. This does create an opportunity to upsell the subscriber.

Q. When will I become un-fapped?

A. You will become un-fapped when usage falls below 80 percent of your threshold.

Q. How can I monitor my usage daily to prevent being Fapped?

A. You can view your usage in the Admin. Tool under the “Last 30 Rolling Days” heading.

Q. How does the rolling 30 days work?

A. NRTC communicated the FAP changing to a rolling 30 days to our members on Nov. 30, 2005. Everyday, WildBlue measures your upload and download usage ("Actual Usage") to determine if your total Actual Usage, as aggregated over the previous 30 days ("Usage Total"), exceeds the Usage Threshold for the service plan that you selected.

Q. What if my usage in January is between the old threshold and the new lower threshold? Will I be fapped?

A. In January, you will not be fapped as long as you are below the old threshold limit. But on Feb. 1, if you are above the new threshold, you will be fapped.