Open Internet Principles of Crystal Automation Systems, Inc. dba Casair, Inc.

The Federal Communications Commission issued rules to preserve the Internet as an open platform. These rules went into effect on November 20, 2011 and can be found at this link: http://www.gpo.gov/fdsys/pkg/FR-2011-09-23/html/2011-24259.htm. All Internet service providers are required to post information regarding various issues so that consumers, both residential and business, can make informed choices about choosing an Internet service provider. This document contains information regarding our services and in compliance with the FCC's rules. The policies contained herein serve as a supplement to the existing terms of service.

The FCC's rules focus on three primary issues:

- Transparency. Fixed and mobile broadband providers must disclose the network management practices, performance characteristics, and terms and conditions of their broadband services;
- No blocking. Fixed broadband providers may not block lawful content, applications, services, or non-harmful devices; mobile broadband providers may not block lawful Web sites, or block applications that compete with their voice or video telephony services; and
- No unreasonable discrimination. Fixed broadband providers may not unreasonably discriminate in transmitting lawful network traffic.
- Reasonable network management. ISPs may engage in reasonable network management to maintain a high quality of service for broadband Internet access.

Network Practices

ISPs must disclose their network practices, specifically in the four general areas listed below. ISPs may not block lawful content, applications, services, or non-harmful devices, subject to reasonable network management. An ISP may not block consumers from accessing lawful Web sites, subject to reasonable network management; nor shall the ISP block applications that compete with the provider's voice or video telephony services, subject to reasonable network management. ISPs may not unreasonably discriminate in transmitting lawful network traffic over a consumer's broadband Internet access service, although, reasonable network management shall not constitute unreasonable discrimination. The FCC's rules state that a network management practice is reasonable if it is appropriate and tailored to achieving a legitimate network management purpose, taking into account the particular network architecture and technology of the broadband Internet access service.

Congestion Management: Casair segments its subscribers into the following classifications: Fiber Optics, WiMAX and Line of Sight (LOS) Wireless and Non-LOS Wireless. Casair does not have congestion on WiMAX, LOS Wireless and Fiber Optic connections and therefore, does not employ congestion management tools, practices and/or software on network traffic for these subscribers.

In its Network Operations Center in Stanton, MI, Casair monitors its entire network with industry standard tools to ensure that there is never congestion on the network back bone. Before any link in the network reaches 70% capacity, Casair's network monitoring tools will notify the appropriate Casair personnel, which will then initiate a back bone upgrade and/or additional back haul connections.

For legacy 900MHz Non-LOS subscribers, network congestion tools and policies are only implemented when a base station reaches maximum capacity. Upon reaching maximum capacity at a base station, Casair will prioritize critical traffic such as VoIP, web surfing and de-prioritize non-critical traffic such as streaming and peer-to-peer.

The end result of congestion management is to ensure the highest quality web surfing or Internet experience for all customers connected to the base station.
Casair currently does not have usage limits on its services.

Application-Specific Behavior: Casair does not employ blocking or rate-controls for any protocols or protocol ports. Casair will prioritize VoIP and web surfing above file downloads and streaming traffic only when the network is at capacity.

Device Attachment Rules: Casair allows any device that conforms to publicly available Ethernet and industry standards and is non-harmful to connect to the network.

Security: Casair only blocks Layer 2 broadcast traffic between subscribers. For example, Windows Net Neighborhood or similar applications would be blocked. If Casair notices traffic that is harmful, Casair will attempt to notify the customer and may offer suggestions and/or support on remediation of the harmful traffic.

Casair is a certified reseller of Sophos Internet Security and Firewall products and provides sales, installation, support and maintenance and makes this product widely available for all customers and customer types.

Performance Characteristics
ISPs must disclose the following network performance characteristics:

Service Description: Casair provides residential and enterprise class wired and wireless Internet services. In delivering these services, Casair utilizes a variety of technologies including, but not limited, to: WiMAX, LOS Wireless, Non-LOS Wireless and Fiber Optics. All of Casair's Internet services are ready and suitable for real-time applications such as VoIP.

Speeds are defined by the service package. Expected latency will vary by service type and is listed below:
- WiMAX   85ms
- Non-LOS Wireless   35ms
- LOS Wireless   10ms
- Fiber Optics   10ms

Impact of Specialized Services: Casair does not sell any specialized services at this time.

Commercial Terms

ISPs must disclose the commercial terms of its broadband Internet access service including those listed below.

Pricing: Casair's current residential pricing and packages can be found here: http://www.casair.net/isptech/wireless_internet/

Casair's early termination policy maintains that any contract may be terminated with written notice to Casair at least thirty days prior to the anniversary date. Termination prior to the end of the first 24 months of the contract shall result in an early termination fee of $250.00 in addition to all other outstanding balances due and any assessments for damage to or replacement costs for Casair owned equipment.

Commercial pricing, fees and packages are negotiated on a case by case basis.

Privacy Policies: Casair does not store any customer browsing information. Casair does not provide traffic information to third parties or use traffic information for any non-network management purposes. Casair does employ network packet inspection tools as necessary only for troubleshooting harmful traffic such as viruses or denial of service attacks.

Redress Options: Casair prides itself on providing quality customer service. Casair uses U.S. based, English speaking customer support for dispute resolution. Casair employs a full time technical support staff and world class Customer Relationship Management system to resolve any and all disputes.

Casair works hard to have a live person answer all phone calls. In the event that all phone lines are in use, customers are encouraged to leave voicemails that are attached to Casair's ticketing system. All phone calls, voicemails and emails to support all generate a support ticket and case number. For any and all disputes, a specific case and case number are generated in Casair's ticketing system. Customers can log in and view cases in real time via Casair's secure customer portal. Customers receive email notifications when a new case is generated, when cases are updated and when cases are resolved.

FCC Notice

If a customer believes that these open Internet rules are not being met, the customer may file an informal complaint at the Federal Communications Commission. The FCC urges customers to submit any complaints via its website at the following address: http://esupport.fcc.gov/complaints.htm. Customers may also file a formal complaint at the FCC using Part 76 of the Commission's rules.