

Frequently Asked Questions Regarding WildBlue's FAP Change

What is WildBlue's Fair Access Policy?

WildBlue's Fair Access Policy (or FAP) intends to ensure the consistent delivery of speeds to all customers by curtailing the heaviest data users in order to benefit the majority of customers.

Every satellite broadband provider employs a FAP of some kind.

What is changing in WildBlue's FAP?

WildBlue has determined that reducing the monthly data usage threshold (applicable only to the heaviest of users) will best serve the WildBlue customer base with more consistent speeds. By curtailing the speed of the most extreme users when their usage is excessive, WildBlue will increase the likelihood of maintaining the browsing speeds of all the other WildBlue customers. We think this is the right tradeoff to make for the satisfaction of the overall WildBlue community and we hope you agree. Please see <http://www.wildblue.com/legal/index.jsp> for the current and new (effective March 1, 2006) FAP.

Will this affect my subscribers?

The vast majority of WildBlue subscribers will see no difference, other than receiving a more consistent delivery of Internet access speed. WildBlue estimates that approximately 3 percent of all WildBlue customers (those with extremely heavy use) will be affected.

Why did WildBlue lower the FAP threshold?

WildBlue wants to make sure that the vast majority of customers maintain their WildBlue speeds. WildBlue lowered the thresholds to allow the normal WildBlue user better browsing speeds and ensure that all customers have an equitable experience across the WildBlue network. Through our initial months, we have 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.

How do FAP thresholds relate to the "speed" of the service?

The Usage Threshold is the maximum amount of data usage any account may have during the previous 30 days without affecting a customer's speed. If this threshold limit

is exceeded, the user's speed is reduced until the usage over the previous 30 days falls below 80 percent of the Usage Threshold.

Why were the FAP levels changed now?

WildBlue intends to provide a consistent service across all users, and by changing the FAP levels, we believe we are helping to ensure the experience isn't influenced by only a few individuals. WildBlue has no plans at this time to change the FAP levels at this time.

Are the WildBlue FAP thresholds too low?

The new FAP levels will affect only a very small percent of WildBlue customers. WildBlue strives to offer equitable and fair access to all users of the WildBlue service and may change the FAP thresholds to ensure a few users do not adversely influence the experience of others.