R & D Industries, Inc. Open Internet Disclosure

R & D Industries, Inc. ("Thinix") supports the Open Internet, and is committed to offering reliable access services that will allow our customers to take full advantage of all of the lawful content and services available on the Internet. At the same time, we are committed to an excellent customer experience, and we may engage in reasonable network management practices on our broadband Internet access services and devices (the "Services").

The purpose of this disclosure is to provide information regarding the network management practices, the performance characteristics, and the commercial terms of our broadband Internet services to enable you to make informed choices regarding the purchase and use of our services, in accordance with the open Internet policies and rules of the Federal Communications Commission. This document is intended to be informational and does not replace or alter the legal terms and conditions of our service, which can be found here.

Our description of these network management practices—and those of our underlying carriers—are for informational purposes only and are subject to change at any time. Please check back regularly for updates.

Thinix strives to keep its customers fully informed of Thinix's network operations by taking the following steps:

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Congestion Management. Thinix strives to provide our customers with superior access to the Internet via the resale of our underlying carriers' networks. However, because bandwidth is a limited resource, it is essential that Thinix and Thinix's underlying carriers reasonably manage network resources to promote the use and enjoyment of the Internet by all of our customers. Thinix uses industry-standard methods to allow our customers to get the optimum use from our network, while preventing our customers from being subjected to risks that degrade service. As a reseller or aggregator of bandwidth from other carriers, we have very limited ability to influence the network management decisions of our underlying carriers. When congestion occurs, subscribers may experience reduced throughput or speed compared to non-congested times. Your data may be subject to our underlying carriers' network management and open Internet practices.

In addition to the foregoing, Thinix requires its end users to adhere to its Terms and Conditions, and monitors the use of its network to remain vigilant for excessive or abusive use of its services. From time to time, Thinix's underlying carriers may alert Thinix of specific users whose usage is not acceptable to the underlying carrier or is determined to constitute usage that could pose a security or liability issue. In these instances, Thinix proceeds in accordance with instructions from the underlying carrier regarding discontinuance of service.

Management of Your Service. No matter which Thinix Internet service offering you choose, you may access and use the legal content, applications and services of your choice regardless of their source. You may also connect with your choice of technically-compatible devices, so long as they are legal, permitted by the underlying carrier of Thinix to which you seek to connect your device, and do not disrupt Thinix's networks or harm other users. For more information, you can review our Terms and Conditions here.

Privacy and Security. Thinix takes the security of our subscribers very seriously. Our underlying carriers proactively monitor network activity to help guard against a wide range of security threats, including viruses, botnets, worms, distributed denial of service attacks, SPAM, and other harmful activity. However, due to the inherent nature of the Internet as an open global communications vehicle, and our role as a reseller, we cannot guarantee that information, during transmission through the Internet or while stored on our system or otherwise in our care, will be safe from intrusion by others, such as hackers. We therefore urge our customers to employ their own industry-standard tools and generally accepted best practices and policies to protect themselves from spam, phishing, and other unwanted or harmful online content and activities. More information on Thinix's Privacy Policy may be found here.

Performance Characteristics. Thinix offers mobile broadband Internet access service using its underlying carriers' 3G, 4G, and 4G LTE networks. These networks are designed to be suitable for real-time applications, including voice and video applications. However, actual network experience may vary depending on a variety of technical, geographic, environmental, and other factors.

Speed, as used here, means the average rate at which data packets are successfully delivered to their destination on the communications network. Latency, as used here, is the time that a data packet takes to travel from one point to another on the Internet, expressed in terms of round-trip time. Typical speeds—expressed in megabits per second ("Mbps")—and round-trip latency—expressed in milliseconds ("ms")—are as follows:

Technology	Average Download Speed (in Mbps)	Upload Speed (in Mbps)	Average Latency (in ms) Round-Trip
4G LTE	5 to 12	2 to 5	Less than 100

These speeds and latency estimates are derived from our underlying carriers, and are available here. (Note: our underlying carriers may update their speed and latency estimates at any time. If they do, our underlying carriers' posted estimates control.) Thinix may advertise speeds and latency up to maximum speeds expected to be achieved through the device over our underlying carriers' networks. Several factors—including capacity constraints, network availability, environmental conditions, your device, whether you are tethering from a separate device, or the network management practices of our underlying carriers—may impact the actual speed and latency that you experience at any given time.

Traffic Information. We may monitor traffic for our own internal purposes, including, but not limited to, billing, internal metrics, and preventing fraud, abuse, and illegal activity on our network, as permitted by law. We do not monitor traffic information through deep-packet inspection. We do not share any traffic information with unaffiliated third parties for non-network management purposes without your consent.

Notwithstanding the foregoing, Thinix reserves the right to use analytics that do not personally identify any individual end user and share such analytics with third parties in accordance with Thinix's Privacy Policy, available here.

Commercial Terms. Thinix has a variety of service plans to meet your individual needs and budget. We are continually working to develop our services to meet your internet access demands now and in the future. When we offer new online services, we will provide the characteristics, capabilities and terms of

such new service offerings to allow you to make knowledgeable choices about which services make the most sense for you. Thinix will continue to provide you with accurate and relevant information in plain language so you can make informed choices. Information regarding our service plans, including pricing and top up options, can be found by contacting Thinix.

Redress. Questions and concerns regarding Thinix Internet service may be addressed to us using the contact outlined in our Terms of Use, available here.