

Net Neutrality & Open Internet

Fast Wireless Internet Ltd. Trading as ARRA Communications (“we”, “us”, “our”) operates a broadband network in Ireland and is committed to a free and open Internet.

Traffic Management

We utilise traffic management on our network in order to deliver broadband to our customers. This traffic management is required in order to deliver the required speeds to certain geographic areas, to maintain contention ratios and to limit speeds across certain areas of our network to reduce packet loss and latency.

We do not prioritise any specific packet or data type above any other. If a user is streaming media from provider A whilst another user is streaming media from provider B, both streams will be treated equally and without any prioritisation of one provider or user over the other.

Likewise, we do not differentiate between protocols being used i.e. a user that is making use of FTP for file transfers and a user who is making use of VoIP for voice calling will also be treated equally.

Bandwidth & Transfer Limits

All the broadband packages and connections provided by us will have prescribed maximum transfer speeds. These speeds will be clearly indicated to the customer at the time of sign-up. In the event a customer is unsure of what speeds are required, we will endeavour to listen to the customer's unique use case for the broadband connection and advise what we believe to be the most appropriate package for them.

We do not employ any limitations on usage, i.e. download or upload limitations. In order to ensure fairness for all users on our network, customers are required to follow and abide by the “ARRA Communications Fair Usage Policy” which is available on our website at <http://www.arra.ie>.

From time to time, there may be a decrease in network performance due to factors outside of our control i.e. inclement weather, radio interference and so forth. In these instances, where possible, we will inform all affected customers and begin investigating and/or actioning a resolution.

Specific Applications, Services and Products

We do not block, prioritise, limit or in any way “shape” traffic outside of what is required to maintain our networks stable operation.

Exceptions to this rule are the blocking of specific websites and services as required by relevant legislative bodies within Ireland.

Expected Performance

The speeds advertised and displayed on our websites, documentation or circulars are the speeds we expect to deliver to the customer. All speeds are quoted in Mbps.

It is our intention that all speeds delivered to end user connections are always within 90% of an individual customer's contracted speeds. In the event a customer is experiencing speeds outside of this range, we recommend they contact our support team who will launch a full technical investigation as to the cause of the reduction in service.

Unfortunately, due to the nature of wireless communications we are unable to guarantee any specific performance with regards to latency. Changes in weather patterns, radio noise from third parties and many other factors can all have a significant impact on the latency of packets passing over wireless links.

Remediation and Reporting Issues

In the event a connection is not meeting the expected speeds or level of service, a customer can contact our support team via email to support@arra.ie or via phone to 061 514 513. Alternatively, customers can fill out the contact form on our website, available at <http://www.arra.ie>. Customers reporting an issue to us should expect a response within 48 hours of reporting.

Once the support team has been notified of an issue, the customer will be given a “case number” to identify their issue. The support team will begin investigating the issue and will inform the customer of any actions taken on the connection.

Following completion of the investigation and troubleshooting stages, once the ARRA Communications engineer is satisfied the connection is back to its desired performance the customer will be informed and asked to test the connection to ensure it is back to meeting standards.

In the event that the ARRA support team are unable to restore a connection or should the issue become continuous or a regular recurrence, ARRA shall offer the customer the option of early termination of their contract without penalty.

The customer may have additional rights, under common law or national or European legislation, to initiate legal proceedings for breach of contract and to seek damages, to have defects remedied or repudiation or rescission of the contract, or may have other potential remedies under consumer protection legislation, such as the Sale of Goods and Supply of Services Act, 1980 (as amended). Any such remedies may be subject to limitations on ARRA’s liability, as set out in the Terms and Conditions or the Code of Practice or otherwise applicable pursuant to law.

In all cases, we will try to do everything we can to resolve your issue, but in the event that you are not happy with our response to your connectivity issue, you can seek independent advice from the independent bodies listed below:

- **Commission for Communications Regulation (“ComReg”):**

ComReg is the statutory body responsible for the regulation of the electronic communications sector (telecommunications, radio communications and broadcasting transmission) and the postal sector in Ireland.

Consumer Helpline: (01) 8049668

Address: 1 Dockland Central, Guild Street, Dublin 1, D01 E4X0

www.comreg.ie

- **The Competition and Consumer Protection Commission (the “CCPC”):**

The CCPC is the statutory body responsible for enforcing consumer protection and competition law in Ireland.

Consumer Helpline: 1890 432 432 or 01 402 5555

Address: Bloom House, PO Box 12585, Railway Street, Dublin 1.

www.ccpc.ie

- **Advertising Standards Authority of Ireland (the “ASAI”):**

The ASAI is an independent self-regulatory body set up to ensure highest standards of marketing communications by commercial bodies in Ireland.

Tel: (01) 613 7040

Address: Ferry House, 48 Lower Mount Street, Dublin 2.

www.asai.ie

- **European Commission Online Dispute Resolution**

Under EU Regulations Consumers who have a complaint about goods or services purchased on-line have a right to refer their complaint to an independent dispute resolution agency via the following link:

www.ec.europa.eu/consumers/odr

- **Small Claims Court**

To contact the Small Claims Court, you can visit the following website for further information: www.courts.ie