

Bark Internet Service FAQs

Important information about Bark's Broadband Internet Access Services

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This page provides information about Bark's Broadband Internet Access Services. "Broadband Internet Access Services" refers to services that provide the capability to transmit data to and receive data from all or substantially all Internet endpoints. The network practices, performance characteristics, and commercial terms applicable to Bark's Broadband Internet Access Services over its Service Provider's 2G, 4G LTE, and 5G networks are described below. This page does not describe the practices, characteristics, or terms that apply when using Service Provider roaming partner networks; customers should see their rate plans and our Bark Phone Wireless Service Terms and Conditions <https://www.bark.us/wireless-terms-of-service/> (the "Ts&Cs") for roaming details. Capitalized but undefined terms used in this disclosure have the meanings assigned to them in the Ts&Cs.

For questions or concerns not addressed here, please contact our Customer Support department at help@bark.us.

What Terms and Conditions apply to Bark's Broadband Internet Access Services?

Broadband Internet Access Services are subject to the Ts&Cs <https://www.bark.us/wireless-terms-of-service/>. Specific information about our Broadband Internet Access Services can be found under the heading "Service Plans." Certain uses of our network are also prohibited as described in our Ts&Cs under the heading "Misuse of Service or Bark Phone."

What data plans and pricing does Bark offer?

Bark offers mobile Broadband Internet Access Services for Bark Phones over its Service Provider's 2G, 4G LTE, and 5G broadband networks. Your data plan may feature a designated allotment of high-speed data, after which your data speed may be reduced or your data access may be suspended for the remainder of the billing cycle. If your data plan features a designated allotment of high-speed data, certain uses of the network may not count against that allotment.

Your plan includes access to the technologies, features, and services that were available and that you purchased when you first activated your current rate plan. You may have temporary access to new services while they are being tested or made available for purchase. Temporary access to some new technologies, services, or features (e.g. advanced 5G use cases) may provide noticeable network experience benefits, like significantly increased speeds, lower latency, or other performance improvements. Your temporary access may end at any time, but we may begin offering access for purchase.

For more information about our current data plans for our Bark Wireless Services, including prices, high-speed data allotments and other features, please see <https://www.bark.us/bark-phone/> and the provisions regarding data usage under the heading "Service Plans" in our Ts&Cs.

What speeds and performance can Bark-branded Broadband Internet Access Services customers expect? Where are these speeds available?

Many factors affect the speed and performance that customers experience, including the programs or services running on the device, proximity to a cell site, the capacity of the cell site, weather, the surrounding terrain, use inside a building or moving vehicle, radio frequency interference, how many other customers are attempting to use the same spectrum resources, any high-speed data allotment, the rate plans or features you select, and uses that affect your network prioritization, such as whether you are a Heavy Data User. For most Bark-branded rate plans a "Heavy Data User" is defined as a customer using more than 35GB of data in a billing cycle. The threshold number is periodically evaluated across our rate plans and brands to manage network traffic and deliver a good experience to all customers while offering a range of customer choices. You can always check the threshold amount for a rate plan by e-mailing help@bark.us, or reviewing our Rate Plans: <https://www.bark.us/bark-phone/>

What is the impact of network prioritization?

As described in more detail below, customers may notice reduced speeds in comparison to customers with a higher priority during network congestion.

Customer devices also have varying speed capabilities and may connect to different networks depending on technology. Even within coverage areas and with broadband-capable devices, network changes, traffic volume, outages, technical limitations, signal strength, obstructions, weather, and other conditions may impact speeds and service availability. Your network experience and access may also be impacted if you are a Heavy Data User or if you fail to pay amounts you owe Bark.

Additionally, our Service Provider offers other services to its customers that use the same network infrastructure and resources as its broadband internet access services and are given priority over other traffic on the network.

Speed and Latency

Speed: The term "speed" is commonly used as a shorthand way to describe the rate at which a particular broadband Internet access service can transmit data. This rate (or speed) is typically measured in the number of kilobits or megabits transmitted in one second (Kbps or Mbps). Some applications like email or basic web browsing do not require a high-data speed to function very well, while other activities like high-definition video streaming or transferring large data files are better experienced with higher data speeds.

Latency: Latency, also known as delay, is the amount of time from when a data packet is sent to when it is received. For Broadband Internet Access Services, latency is usually expressed as the round-trip time in milliseconds ("ms") that it takes for a data packet to travel between two end points on the Internet (from point A to point B and then back to point A). Some applications, such as email, can tolerate a substantial amount of latency without any noticeable impact on the application's performance, while other applications, such as real-time video conferencing, require lower latency to function properly.

Bark's Service Provider constantly works to improve performance on its network and to pursue advanced and next-generation technologies and services. In recent years, Bark's Service Provider has aggressively built out its high-speed data networks so nearly all customers have regular access to high speeds. In those rare instances where customers are not able to receive an 4G LTE/5G signal, Bark's Service Provider provides 2G connections in many areas. These connections are used by the small percentage of customers without 4G LTE/5G-capable devices or, in limited cases, when customers with 4G LTE/5G-capable devices are unable to connect to the 4G LTE network. Bark may limit activations of new devices on these older technologies as its Service Provider transitions its network to newer technologies. The typical

customer experience on Bark's Service Provider's older networks may be sufficient for extremely limited data applications, e.g., some messaging.

Some plans may include maximum speeds for some services. See your plan for details.

For coverage information relating to specific geographic areas, see our coverage map here:
<https://www.bark.us/bark-phone/>

Note: To access a given network technology (e.g., low-band 5G), you must have a compatible device and be within the coverage area for that service (e.g., a low-band 5G device in a low-band 5G coverage area). Additionally, a 5G-compatible SIM card may be required to access Bark's Service Provider's 5G network. As noted above, devices operating on Bark's Service Provider's nationwide 5G network may in some areas use both 4G LTE and 5G signals and dynamically route traffic between the signals to support your connectivity. The network architecture providing dual connectivity could result in instances where your device indicates a 5G connection even though you are temporarily utilizing only 4G LTE. As 5G technology develops, devices will be able to experience direct and continuous 5G in more places.

How does Bark manage the flow of data on its network?

Bark's Service Provider engineers its network to provide consistent high-speed data service, but at times and at locations where the number of customers using the network exceeds available network resources, customers will experience reduced data speeds. To provide the best possible experience for the most possible customers, Bark's Service Provider implements network management practices on a content-agnostic basis, such as caching less data, prioritizing data usage of non-Heavy Data Users, and video optimization. These practices do not discriminate against offerings that might compete against those offered by Bark or any Bark affiliate on the basis of such competition.

Bark's Service Provider also addresses the priority needs of emergency communications, law enforcement, public safety, or national security authorities, consistent with or as permitted by applicable law; this may impact other users' service during times of congestion such as during a natural disaster or other emergency.

For additional information on network practices, see the discussion below.

Video Optimization

Bark's Service Provider may use streaming video optimization technology. Streaming video optimization improves overall data usage management of the network, resulting in greater network speeds and throughput for other customers using data because less network payload is dedicated to video.. For video that is not self-optimized by the video provider, Bark's Service Provider adjusts the delivery rate for streaming video, which causes the video to be delivered in lower resolutions and to use less data.

Where applicable, video optimization occurs only for data streams that are identified by our Service Provider's packet-core network as video or where the video provider has chosen to establish protocols to self-optimize its video. Some videos, like those consumed via VPN, Apple Private Relay or while tethering, may be difficult to identify as video and therefore cannot be optimized. The streaming video optimization process applies to content identified as video regardless of the content itself or the website that provides it. While many changes to streaming video files are likely to be indiscernible, the optimization process may impact the appearance of the streaming video as displayed on a user's device. In some instances, video optimization may also identify and treat downloads of video files as if they were

real-time video streams. However, Bark's Service Provider offers content providers a way to opt-in to a protocol to help identify video downloads to ensure they are not treated as streaming video.

Video streaming optimization, when connected to Bark's Service Provider's cellular network, may deliver a DVD-quality (up to 2.5 Mbps) video experience instead of a higher resolution version (e.g. HD or Ultra HD), which is better suited for larger screens. Video optimization is not applied when a device is using Wi-Fi to connect to a network not provided by Bark's Service Provider.

Network management for extremely high data usage and tethering

Some of our plan options feature a customer-chosen high-speed data allotment with reduced speeds on our network after the high-speed allotment is exhausted, so customers can choose the combination of high-speed data and price that is right for their needs. "Unlimited" high-speed data customers do not have a specific high-speed data allotment on their device, however, data speeds for Heavy Data Users will be reduced for the remainder of the monthly billing cycle and for Heavy Data Users using >50GB/month, the data connection may be turned off for the remainder of the monthly billing cycle. Customers on certain high-speed plans may have extremely high data usage under certain circumstances, including if their plan enables access to significant amounts of data that does not count against their high-speed data allotment. While Bark's Service Provider continues to expand its network capacity, at this time, some network management for these scenarios is required, because very heavy data usage at times and places of competing network demands can affect the network performance for other customers.

To provide the best possible experience for the most possible customers, and to minimize capacity issues and degradation in network performance, Bark manages significant high-speed data usage on the vast majority of its plans through prioritization. Heavy Data Users (as defined by a customer's rate plan) will have their data usage prioritized below the data usage (including tethering) of other customers at times and at locations where there are competing customer demands for network resources, which may result in slower data speeds, and Heavy Data Users exceeding 50GB/month may have their data connection turned off for the remainder of the billing cycle. At the start of the next bill cycle, the customer's usage status is reset, and this data traffic is no longer prioritized below other traffic. Customers who use data in violation of their Rate Plan terms or Bark's Ts&Cs may be excluded from this calculation. To help avoid application of this practice, and reduce mobile data consumption, customers can set automatic updating of apps, podcasts and file downloads to run off Wi-Fi (making sure to connect to Wi-Fi to update applications and system periodically).

Similarly, while we may permit tethering pursuant to the terms, conditions and allotments of your data plan, significant Smartphone Mobile HotSpot (tethering) usage can affect on-device network performance for all customers. To ensure the best possible on-device experience, and to minimize capacity issues and degradation in network performance, our Service Provider prioritizes on-device data over tethering data at times and at locations where there are competing customer demands for network resources, which may result in slower tethering speeds.

Where the network is lightly loaded in relation to available capacity, a customer whose data is prioritized higher than other traffic will notice little, if any, effect from having higher priority. This will be the case in the vast majority of times and locations. Customers may notice reduced speeds in comparison to customers with a higher priority during network congestion. At times and at locations where the network is heavily loaded in relation to available capacity, these customers will likely see significant reductions in data speeds, especially if they are engaged in data-intensive activities. Customers should be aware that these practices may occasionally result in speeds below those typically experienced on our Service Provider's 5G or LTE networks, including a greater likelihood of reduced speeds in the lower end of the

speed ranges, and may result in their data connection being turned off for the remainder of the monthly billing cycle (for Heavy Data Users exceeding 50GB/month). Depending on the extent of network congestion, these customers may notice more frequent impacts to some video streaming, file downloads, and other high-bandwidth activities. Bark's Service Provider constantly works to improve network performance and capacity, but there are physical and technical limits on how much capacity is available, and in constrained locations the frequency of heavy loading in relation to available capacity may be greater than in other locations. When network loading goes down or the customer moves to a location that is less heavily loaded in relation to available capacity, the customer's speeds will likely improve.

Choice of high-speed data

To deliver a range of customer choices, Bark continues to offer rate plans where customers may select a limited amount of high-speed on-device data instead of unlimited. On these plans, if your total high-speed data usage exceeds your selected high-speed allotment during a billing cycle, we reduce your data speed to low speeds (for most plans, 64 kbps) for the remainder of that billing cycle. Under the "unlimited" plan, data speeds will be reduced for Heavy Data Users for the remainder of the monthly billing cycle, and after exceeding 50GB/month of data usage, data connection may be turned off for the remainder of the monthly billing cycle.

Other network management

If you use your data plan in a manner that could interfere with other customers' service, affect our ability to allocate network capacity among customers, or degrade service quality for other customers, we may suspend, terminate, or restrict your data session, or switch you to a more appropriate data plan, or terminate your service.

Finally, certain uses of our network are also prohibited as described in our Ts&Cs under the heading "Misuse of Service or Bark Phone." For example, applications which automatically consume unreasonable amounts of available network capacity or are designed for unattended use are prohibited as they may interfere with our ability to provide a good service experience for the majority of our customers, cause capacity issues, and/or degrade network performance.