



BROADBAND
WITHOUT
BOUNDARIES

a tax-exempt "business league" under Section 501(c)(6) of the Internal Revenue Code.

WISPA Educational Institute

a 501(c)3 public charity under Internal Revenue Code Section 170(b)(1)(A)(vi)

WISPA-PAC

a federal connected political action committee operating as a separate, segregated fund of WISPA under Section 527 of the Internal Revenue Code

**WISPA’S CODE OF ETHICS, CODE OF CONDUCT, SOCIAL MEDIA CONDUCT POLICY,
AND CONFERENCE ATTENDEE TERMS & CONDITIONS**
Revised as of April 26, 2024 (supersedes all prior versions)

Contents

Defined Terms 2

WISPA Code of Ethics 2

ARTICLE I – CONFIDENTIALITY 2

ARTICLE II – LEGAL COMPLIANCE 2

ARTICLE III – PROFESSIONAL CONDUCT 2

WISPA Code of Conduct 3

WISPA Social Media Conduct Policy 4

Purpose 4

Compliance with Related Policies and Agreements 4

Guidelines for Members’ Responsible Use of Social Media 5

Conduct Not Prohibited by This Policy 6

WISPA Conference Attendee Terms & Conditions 6

Registration 6

Refund Policy for Conference Registrations 6

Cancellation 7

Modification of the Conference Program 7

Rules, Regulations, & Attendee Conduct 7

Content Advisory 7

Indemnity 7

Accessibility Services 8

Digital & Other Recordings 8

Photography or Recording Usage by Attendees 8

Assumption of Risk 8

Force Majeure 8

Salvatory Clause 8



Defined Terms

- Attendee** a person, delegate, accompanying person, student, media representative, speaker, volunteer, staff, participant or exhibitor who is present at a Conference.
- Conference** a WISPA conference or sponsored event.
- Force Majeure** extreme weather, fire, flood, earthquake, elements of nature or acts of God, riots, civil disorders, acts of terrorism, or any other such similar cause beyond the reasonable control of WISPA.
- Member** a WISPA Member.
- WISPA** collectively, the Wireless Internet Service Providers Association and WISPA Educational Institute.

WISPA Code of Ethics

WISPA has adopted this Code of Ethics to apply to Members. Members shall hold themselves to the highest standards of ethical professional practices that will make membership in WISPA a recognized mark of experience, integrity, and competence. By this Code of Ethics, Members agree they will conduct themselves honorably, responsibly, ethically, and lawfully so as to enhance the honor, reputation, and usefulness of the profession.

ARTICLE I – CONFIDENTIALITY

Members shall regard as confidential all information concerning the business and affairs of clients with whom Members are dealing in professional relationships. Members shall take efforts to safeguard and maintain the confidentiality of information entrusted to them by clients, customers and vendors with whom they engage.

ARTICLE II – LEGAL COMPLIANCE

Members shall conduct themselves in such a manner as to bring credit to the industry and enhance its reputation. Accordingly, WISPA encourages all Members to comply with all applicable rules and regulations, including using only FCC-certified equipment, timely filing all required FCC forms and reports, including Broadband Data Collection (“BDC”) and/or Form 477 submissions and Form 499, and abiding by the Communications Assistance for Law Enforcement (“CALEA”) requirements, among others.

ARTICLE III – PROFESSIONAL CONDUCT

Members shall publicize services in a professional manner upholding the dignity of the profession. This includes engaging in responsible use of WISPA forums (email list) and social media to best serve the profession. Members shall avoid all conduct, practices, and promotion likely to discredit or do injury to the profession. This includes, but is not limited to, social media conduct that may be viewed to harm the reputation or goodwill of the profession.



Members shall strive to broaden public understanding and enhance public regard and confidence in the industry.

Members shall:

- Deal fairly with the public and with fellow professionals, giving due respect to the rights and legitimate interests of others.
- Communicate respectfully with legislators, regulators and other governmental officials.
- Respect the rights of the owners of intellectual property.
- Engage in responsible use of social media.
- Not knowingly disseminate false or misleading information and act promptly to correct erroneous communications for which they are responsible.
- Use proper diligence to ensure that all materials on their networks are restricted in accordance with applicable laws and regulations.
- Not disparage other Members by statement or innuendo to clients or prospective clients.

WISPA Code of Conduct

This Code of Conduct outlines requirements for all Conference Attendees. WISPA will enforce this Code of Conduct and expect cooperation from all Attendees to help promote a safe and enjoyable experience for everyone.

Acceptable behaviors include but are not limited to:

- Demonstrating good manners by being considerate, respectful and courteous to those in attendance.
- Being mindful of surroundings and of fellow participants.
- Refraining from demeaning, discriminatory or harassing behavior and speech.
- Promptly alerting Conference organizers of any potentially dangerous situation or someone in distress.

Unacceptable behaviors include but are not limited to:

- Engaging in intimidating, harassing, abusive, discriminatory, derogatory or demeaning conduct.
- Wearing clothing not suitable for a professional work environment.
- Offensive verbal comments (e.g., related to race, ethnicity, age, religion, gender, sexual orientation, disability).
- Inappropriate use of nudity (e.g., sexual or lewd images).
- Deliberate intimidation or stalking.
- Harassing photography or recording.
- Intentional disruption of presentations or other events.
- Inappropriate or unwelcome physical contact or advances.
- Inappropriate or offensive social media posts.
- Physical, written, verbal or other abuse (e.g., threats, annoyance, pushing, shoving or physical force whatsoever against any person, which in any way creates a disturbance that is disruptive or dangerous, or creates anxiety or apprehension in an individual).
- Boisterous, lewd or offensive behavior or content such as profanity, obscene gestures or slurs.

- Possession of any item that can be used as a weapon, which may cause danger to others if used inappropriately.
- Possessing any illegal substance such as unprescribed narcotics.
- Smoking and vaping, other than in designated areas.
- Failing to obey any rules or regulations of the venue.
- Failing to adhere to WISPA verbal or written instruction.
- Assembling for the purpose of, or resulting in, disturbing the peace, or committing any unlawful act or engaging in offensive behavior.

Consequences of Unacceptable Behavior

- Unacceptable behavior will not be tolerated. Any Attendee engaged in unacceptable behavior is subject to discipline including expulsion from the Conference without warning or refund and/or banishment from future Conferences. All determinations are at the sole discretion of WISPA and its representatives and will be considered final.
- WISPA expects Attendees to follow this Code of Conduct at the Conference, including any venue affiliated with WISPA and/or the Conference. The policy may be revised at any time by WISPA and is non-negotiable.

WISPA Social Media Conduct Policy

Purpose

WISPA recognizes that the internet provides unique opportunities to participate in interactive discussions and share information using a wide variety of social media, such as Facebook, LinkedIn, X (formerly Twitter), Instagram, TikTok, Pinterest, Snapchat, Tumblr, blogs, and wikis. However, Members' use of social media can pose risks to Members' confidential and proprietary information and reputation, expose Members to defamatory statements and discrimination and harassment claims, and jeopardize the Member's compliance with business rules and laws.

To minimize these business and legal risks, WISPA expects Members to adhere to the following guidelines and rules regarding social media use.

Apart from personal use of social media in accordance with this policy, WISPA encourages Members to participate responsibly in these media as a means of generating interest in WISPA.

Compliance with Related Policies and Agreements

All of WISPA's other policies that might apply to social media use remain in full force and effect. Members should always adhere to them when using social media. In particular, the following policies should be kept in mind:

- WISPA's Code of Ethics
- WISPA's Privacy Policy (<https://www.wispa.org/privacy-policy/>)

Social media should never be used in a way that violates any other WISPA policies or Member obligations. If your social media activity would violate any of WISPA's policies in another forum, it

will also violate them in an online forum. For example, Members are prohibited from using social media to:

- Violate WISPA's or its Members' confidentiality and proprietary rights policies.
- Circumvent WISPA's Code of Ethics and Code of Conduct policies.
- Engage in unlawful harassment or disparage other Members or any member of the public.
- Circumvent policies prohibiting unlawful discrimination against Members or applicants for WISPA membership.
- Violate WISPA's privacy policies.
- Violate any other laws or ethical standards (for example, using social media in a defamatory, false or misleading way).

Guidelines for Members' Responsible Use of Social Media

The following sections of the policy provide Members with common sense guidelines and recommendations for using social media responsibly and safely, in the best interests of WISPA. These guidelines are intended to add to, not contradict, limit, or replace, applicable mandatory rules, policies, legal requirements, legal prohibitions, and contractual obligations.

Protect WISPA's Goodwill and Reputation. You are personally responsible for what you communicate in social media. Remember that what you publish might be available to be read by the public (including WISPA, future Members, media, and social acquaintances) for a long time. Keep this in mind before you post content.

Make it clear in your social media activity that you are speaking on your own behalf.

When you disclose your affiliation as a Member, it is recommended that you also include a disclaimer that your views do not represent those of WISPA. For example, consider such language as "the views in this posting reflect my personal views and do not represent the views of WISPA."

Use good judgment about what you post and remember that anything you say can reflect on WISPA, even if you do include a disclaimer. Always strive to be accurate in your communications about WISPA and others. WISPA encourages professionalism and honesty in social media and other communications.

Respect Intellectual Property and Confidential Information. Members should not do anything to jeopardize or unwittingly disclose confidential or proprietary information through the use of social media.

Respect laws regarding copyrights, trademarks, and other third-party rights.

Respect and Comply with Terms of Use of All Sites You Visit. Do not expose yourself or WISPA to legal risk by using a social media site in violation of its terms of use. Review the terms of use of all social media sites you visit and ensure your use complies with them. Pay attention to:

- Prohibitions or restrictions on the use of the social media site, including prohibitions or restrictions on use for advertising, marketing and promotions, or other commercial purposes



(for example, Facebook’s Statement of Rights and Responsibilities (its terms of use) and accompanying Promotional Guidelines specify the terms for businesses administering promotions through Facebook).

- Ownership of intellectual property used on, or information collected or generated through use of, the site (for example, any of the company’s copyrighted material and trademarks that might be posted on the site, or user information the company collects through the site).
- Requirements for licenses or other permissions allowing use by the site owner and other third parties of the company’s trademarks or other intellectual property.
- Privacy rights and responsibilities of the site owner and users.

Respect Others. Members should not post, or express a viewpoint on another’s post, such as by “liking” a Facebook post, anything that WISPA or its Members, business partners, suppliers, or vendors would find offensive, including ethnic slurs, sexist comments, discriminatory comments, profanity, abusive language, or obscenity, or content that is maliciously false.

Conduct Not Prohibited by This Policy

This policy is not intended to restrict communications or actions protected or required by state or federal law.

WISPA Conference Attendee Terms & Conditions

Any Attendee at a Conference agrees to the terms and conditions set forth herein (the “Terms and Conditions”). These Terms and Conditions apply to each Attendee regardless of whether they have formally registered for the Conference.

WISPA reserves the right to render, in its sole and absolute discretion, all interpretations and decisions in connection with the Terms and Conditions and to establish further regulations binding upon the Attendee as may be deemed necessary to the general success and wellbeing of the Conference and/or any person(s) affiliated therewith. WISPA’s decisions and interpretations shall be final in all cases. Attendees are encouraged to report to WISPA leadership any claims they have about potential violations of the Terms and Conditions, and WISPA will confidentially investigate all such claims in good faith.

WISPA reserves the right to change these Terms and Conditions at any time and at will.

Registration

Registration includes admission to Conference’s meetings, panels, meals on the agenda, and receptions as may be selected by Attendee.

Refund Policy for Conference Registrations

Registration fees will not receive a refund. The refund and cancellation policy will not be waived. Registration fees may be transferred to another individual; the invoice for the new registration will be revised to reflect the new registrant’s membership status.



Cancellation

In the event that the Conference cannot be held or is postponed due to events beyond the control of WISPA, WISPA shall not be liable to the Attendee for any damages, costs, or losses incurred, such as transportation costs, accommodations costs, or financial losses.

Modification of the Conference Program

WISPA reserves the right to modify the program, which is published as an indication only.

Rules, Regulations, & Attendee Conduct

Attendees must comply with all applicable federal, state, and local ordinances, as well as WISPA policies and procedures as set forth herein, including the Code of Conduct. Attendees who violate such rules and/or who behave in an unsafe or careless manner while attending the Conference may be asked to leave immediately and will be held responsible for their actions.

Attendee acknowledges that such violations may result in the Attendee being subject to discipline including being removed from the Conference and barred from returning without refund of the Attendee's registration fee. The Attendee likewise acknowledges and agrees that all attendees of the Conference have the right to enjoy the Conference equally. Illegal or disruptive behavior that interferes with the conduct of reasonable business at the Conference, or any other attendee's safety or comfort, including behavior that impedes or prevents accessibility services or requests, behavior that discriminates based on age, disability, race, ethnicity, gender, religion, political or institutional affiliation, or sexual orientation, and harassment of any kind, is strictly prohibited and may result in the Attendee being removed from the Conference and barred from returning without refund of the Attendee's registration fee. Such violations may be reported to legal authorities.

If you witness a crime or have an emergency that requires emergency services, please call 911.

Content Advisory

Attendee understands that some Conference events may contain adult language and/or discuss mature themes. This content may not be suitable for all attendees. The views and opinions expressed at the Conference may not necessarily reflect the views of WISPA's staff, Board of Directors, or Members.

Indemnity

To the extent permitted by law, the Attendee agrees to protect, indemnify, defend, and hold harmless WISPA, the Conference hotel(s) and convention centers where the Conference is being held, and their respective employees, officers, directors, and agents against all claims, losses, or damages to persons or property, governmental charges or fines, and costs (including reasonable attorney's fees) arising out of or connected to the actions or failure to act in accordance with the Terms and Conditions by the Attendee, its employees, officers, directors, or agents, except those claims arising out of the other party's gross negligence or willful misconduct.



Accessibility Services

WISPA is committed to making all reasonable arrangements that will allow participation in Conference events.

Digital & Other Recordings

Professional photographs, audio, and video will be captured during the Conference. Attendees grant WISPA and its representatives permission to photograph and/or record them during Conference events and to use such recordings without limitation. Uses of records may include, but are not limited to, educational initiatives, post-Conference reporting, and WISPA's webinar series.

Photography or Recording Usage by Attendees

Photography, audio recordings, and video recordings are not permitted without the prior written consent of WISPA or the presenter. All requests for press passes must be made in advance of the Conference to showinfo@wispa.org (or as may be otherwise designated in the Conference Prospectus or registration materials). Passes may be available at the Help Desk based on need and availability. Press credentials are required for the issuance of a press pass, and WISPA requires that a copy of all published material be submitted to mwendy@wispa.org (or as may otherwise be designated in the Conference registration materials).

Assumption of Risk

The Attendee agrees that attendance of the Conference is at sole risk of Attendee. Neither WISPA nor WISPA's agents or employees shall be liable for the theft, loss or misappropriation of, nor for any damage or injury to, Attendee's personal property; nor shall be considered the voluntary or involuntary bailee of such personal property. Neither WISPA nor its employees, agents, or representatives, shall be liable for any physical, mental, or emotional injury to Attendee caused by, including, but not limited to, the acts, omissions or negligence of other persons, illnesses, Force Majeure, or emergencies of any other kind.

Force Majeure

Attendance at a Conference is subject to Force Majeure or other emergencies, any of which make it illegal or impossible for WISPA or the Conference organizer, Conference hotel(s) and/or convention centers to provide the facilities and/or services for the Conference or make it illegal or impossible for the Attendee to utilize the hotels and/or convention centers for the Conference. A registration may be cancelled for any one or more of such reasons by written notice from WISPA to the Attendee without liability on the part of WISPA.

Salvatory Clause

If there is a determination that any part of the Terms and Conditions is ineffective or impracticable, then the validity of the Terms and Conditions remaining is not impaired.