



Open Internet Disclosure Statement

The Federal Communications Commission (“FCC”) requires that we provide you with the following information regarding FairlawnGig®’s retail broadband Internet access services, including information regarding any network management practices that FairlawnGig employs, the performance characteristics of our services, and the commercial terms of our service offerings. The disclosure is intended to provide current and prospective subscribers (“end users”) and providers of “edge” products (i.e., providers of content, applications, service and devices accessed over or connected to FairlawnGig’s broadband Internet access service) with sufficient information to make informed choices regarding the use of such services.

The information provided herein may be revised from time to time as FairlawnGig deems appropriate and should be read in conjunction with FairlawnGig’s Customer Agreement available at fairlawngig.net/policies.

Network Practices:

Congestion Management

FairlawnGig does not adjust or manage an individual end user’s use of their capacity, but the actual use by an end user may affect their user experience.

The FairlawnGig network as a whole, including its connections to the Internet, is shared among its users and has a set capacity for downstream and upstream communication. While FairlawnGig will not manage an individual end user’s capacity, FairlawnGig may take action to manage the capacity of the entire network or part of the network if an end user’s actions unreasonably impact the ability of others to use the network. For example, FairlawnGig may employ reasonable network management practices to protect against security or denial of service attacks that can negatively affect our network and may cause service degradation. End users can minimize the possibility of these problems by maintaining an up-to-date anti-virus program on their computer, and following common sense practices such as avoiding opening unsolicited attachments from unknown parties.

Usage Limits

FairlawnGig reserves the right to manage network usage to ensure that the activities of a small number of customers do not degrade, inhibit or interfere with the use of our network. The goal is to ensure that all users have reasonable access to the network at all times. FairlawnGig does not currently enforce specific limitations on the amount of Internet data utilized by its customers through data caps or usage-based billing.

Application Specific Behavior

FairlawnGig does not discriminate against or prevent users of its broadband Internet access service from accessing lawful content or services; running lawful applications and services of their choice; or connecting their choice of legal devices, so long as such applications, services and/or devices do not harm the network or the provision of broadband Internet access service, facilitate theft of service, or harm users of the service. Moreover, FairlawnGig does not impair or degrade specific content, applications, services or non-harmful devices so as to render them effectively unusable, subject to any reasonable network management practices described herein.

FairlawnGig reserves the right to employ reasonable network management practices to prevent specific harmful or illegal activity, such as the dissemination of viruses or other malicious code or the transfer of child pornography or other unlawful content.

Security

FairlawnGig employs certain practices to ensure the security of our customers and our right to protect our network. These include practices intended to protect FairlawnGig servers against Denial of Service attacks and to prevent harmful elements such as viruses, spam from propagating through the network. To that end, FairlawnGig may block a limited number of ports that are commonly used to send spam, perpetrate identity theft or launch attacks on the network.

Performance Characteristics

Service Description

FairlawnGig offers residential and commercial customers a variety of levels of broadband Internet access services with varying speeds and features. The features, pricing and other commercial terms of our service offerings are modified from time to time. Full descriptions and pricing information for currently available packages are available at: fairlawngig.net/residential and fairlawngig.net/business.

Our advertised speeds are estimates that FairlawnGig targets to achieve for its customers. FairlawnGig cannot guarantee that a customer will achieve those speeds at all times. The actual speeds achieved by customers depend on how the speed is measured and may vary based on a number of factors, including but not limited to:

- (a) the performance and capabilities of the customer's computer;
- (b) the connection between a customer's computer and other equipment in their network, wireless devices usually connect at much lower speeds than the fiber;
- (c) the distance a packet of information must travel from the customer's computer to its final destination on the Internet;
- (d) congestion or variable performance at a particular website or destination on the Internet; or
- (e) performance characteristics of transmissions over the Internet that are outside of FairlawnGig's control.

There are a number of tools online that customers may utilize to measure Internet performance. One of the available tools is operated by Ookla Inc. and is available at speedtest.net. FairlawnGig operates a Speedtest server in its datacenter that customers may select as the destination server when testing their Internet performance.

Impact of Specialized Services

The FCC's "Open Internet" rules distinguish between our retail broadband Internet access and "specialized services" that share capacity with our broadband Internet access services over our last-mile facilities. Examples of these "specialized services" may include FairlawnGig's home and business phone services which utilize Voice over Internet Protocol ("VoIP") technology. Use of these services, which are not subject to the same rules as our broadband Internet access services, share bandwidth with our Internet access service and because of the nature of the service may sometimes receive priority on our network. FairlawnGig monitors the impact of these services on our network to minimize their impact on our broadband Internet access service.

Commercial Terms

Pricing

FairlawnGig offers multiple tiers of broadband Internet access service. The current pricing and other terms and conditions of the various tiers is available at: fairlawngig.net/residential and fairlawngig.net/business.

Privacy Policy

FairlawnGig values the privacy of our customers. The personal information that you provide to FairlawnGig is governed by our Privacy Policy available at fairlawngig.net/policies, which is subject to change from time to time.

Redress Options

If you have any questions or concerns regarding your service, please contact our customer service department. Customers may also email us at info@fairlawngig.net.

Written complaints may be sent via U.S. mail to: FairlawnGig, 3300 Service Center Drive, Fairlawn Ohio, 44333. The FCC has established procedures for addressing informal and formal complaints relating to its "Open Internet" rules. For information concerning these procedures, please refer to the FCC's website at fcc.gov/guides/getting-broadband.



3300 Service Center Drive • Fairlawn, Ohio 44333
330-668-3300 * info@fairlawngig.net
fairlawngig.net

FairlawnGig is a registered trademark of the City of Fairlawn, Ohio.