

iGo Technology, Inc.

FCC Net Neutrality Disclosures

iGo Technology, Inc. is committed to providing high-quality Internet services to our customers and being a responsible member of the Internet community, including adhering to the “Net Neutrality” rules set forth by the Federal Communications Commission (FCC).

TRANSPARENT NETWORK MANAGEMENT PRACTICES

iGo Technology’s data network is designed to provide its customers with highly reliable Internet and data transmission services. Network components are checked and prudently adjusted for changes in network utilization characteristics in order to provide customers with a quality experience. Within the network, capacity utilization is measured at each routing and switching node. When peak utilization consistently exceeds eighty percent of capacity at a node, capacity is adjusted, where possible, to prevent customers from experiencing blockages. iGo Technology manages the network capacity to avoid blockages and does not dedicate capacity to individual customers.

iGo Technology uses advanced industry tools to monitor for impairments. These tools provide iGo Technology with the ability to identify deteriorating situations and resolve problems before the problem becomes service impacting. The fundamental network design is planned to avoid blockages, and uses industry best practices for those occasional instances when peak utilization exceeds capacity.

iGo Technology has numerous peering partners and blocking may occur on the interconnecting networks. Consequently, customers may experience blockage due to the network serving the destination or origin of their traffic or because an intermediate carrier’s network is congested. If a customer reports blockage or other service issues, every trouble report is investigated.

iGo Technology continually seeks new peering partners to make data transmissions more efficient and works with our existing peering partners to improve service.

NO BLOCKING OR UNREASONABLE DISCRIMINATION

Subject to iGo Technology’s Acceptable Use Policy, iGo Technology does not block or impose rate-controls for specific protocols nor restrict interconnection of specific network devices. Complaints and net neutrality concerns can be directed to iGo Technology’s Help Desk at (276) 935-8307. iGo Technology reserves the right to terminate service to any customer without notice should they violate the terms of our Policies and jeopardize the integrity of the network.

INTERNET SERVICE SPEEDS

iGo Technology provides residence and business customers with a variety of High-Speed Internet plans that may vary by price, location, and facility availability. iGo Technology, Inc. provisions and designs the

network to ensure that our customers can enjoy the speeds to which they subscribe. However, iGo Technology does not guarantee that a customer will actually achieve those speeds at all times. iGo Technology advertises its speeds as “up to” a specific level based on the tier of service to which a customer subscribes. If a customer desires a guaranteed speed, iGo Technology, Inc. has other products that provide quality of service and speed assurance.

The “actual” speed that a customer will experience while using the Internet depends upon a variety of conditions, many of which are beyond iGo Technology’s control. These conditions include the following:

- a) The performance of a customer’s computer, including its age, processing capability, its operating system, the number of applications running simultaneously and the presence of any spyware or viruses.
- b) The type of connection between a customer’s computer and modem. For example, wireless connections may be slower than direct connections into a router or modem. Wireless connections also may be subject to greater fluctuations, interference and congestion. iGo Technology, Inc. does not recommend wireless modem connections for use with its higher speed tiers as many wireless connections do not perform at the speeds delivered by these tiers.
- c) The distance packets travel (round trip time of packets) between a customer’s computer and its final destination on the Internet, including the number and quality of the networks of various operators in the transmission path. The Internet is a web of interacting networks. A customer’s connection may travel the networks of multiple providers before reaching its destination, and the limitations of those networks will most likely affect the overall speed of that Internet connection.
- d) The congestion or high usage levels at the website or destination. If a large number of visitors are accessing a site or particular destination at the same time, the connection will be affected, if the site or destination does not have sufficient capacity to service all of the visitors efficiently.
- e) The capacity, speeds or access by the website or destination. In order to control traffic or performance, many websites limit the speeds at which a visitor can download from their site. Those limitations will carry through to a customer’s connection.

If you have any questions regarding iGo Technology’s Net Neutrality Disclosures, please contact the iGo Technology, Inc. Help Desk at (276) 935-8307.

Network Maintenance

iGo Technology, Inc. strives to stay on the cutting edge with equipment and facilities to accommodate today’s growing broadband environment. Staying in compliance with firmware and security upgrades is a vital part of maintaining the network properly. All these things require minimal down time; however, these tasks do have to be performed from time to time. iGo works to do perform these tasks after midnight to minimize customer impact.

NOTIFICATION OF CHANGES TO THIS POLICY

iGo Technology, Inc. reserves the right to modify this Notice at any time. If we change our CPNI Policy, we will post those changes on <http://www.igotechnology.com>. If you find the changes unacceptable, you have the right to cancel your Services. If you continue to use your Services after receiving notice of such changes, we will consider that as your acceptance of the changes.

Notice and Policy Effective 3/1/2019