Last modified: October 19, 2017

Tekify is committed to providing an excellent user experience that supports any lawful product, service, or application that its subscribers choose to access through their Tekify Internet service. To do so, Tekify engages in reasonable network management practices. Descriptions of these practices are provided below for informational purposes only and may be subject to change at any time.

Use of Tekify's Internet services is governed by various service terms and conditions that are available at www.tekify.com under "Regulatory Postings". The information provided below does not change the rights or obligations under those terms and conditions of either Tekify or the subscribers to Tekify's services.

The Tekify Privacy Policy explains the collection, use, and sharing of information from all users.

Congestion Management

In the unlikely event that users' aggregate demand exceeds the available capacity of the network and creates acute congestion, Tekify will employ various techniques to ensure that subscribers continue to have a positive experience. In times of acute congestion, Tekify Internet service bandwidth will be fairly allocated among subscribers without regard to the subscribers' online activities or the protocols or applications that the subscribers are using, except to prioritize real-time communication (such as VoIP) to ensure service availability and quality is not impacted. While acute congestion is occurring, subscribers will still be able to use the lawful content, services, and applications of their choice, but this fair sharing of bandwidth may result in slower download and upload speeds and slower response times from websites and Internet-based applications and services. Tekify will not engage in deep packet inspection (where the content of the data packet is inspected beyond its IP, TCP, and UDP headers) or drop specific types of end-user Internet traffic except as described herein to preserve the integrity of the network and protect against negative effects of Internet threats.

Tekify does not prevent or impede the use of any other product or service that its subscribers choose to access over their Tekify Internet service as long as the use of that product or service does not violate the service terms and conditions. Tekify also does not favor or inhibit any applications or classes of applications except as described herein.

Service Offering Characteristics

Tekify offers a selection of Internet access service offerings to meet subscribers' budgetary and usage needs. Details about Tekify's service offerings are available at www.tekify.com.

The advertised speed of the subscriber's chosen Internet offering is the maximum speed expected to be achievable for that service offering. Several factors may affect the actual speed of Tekify's internet service offerings at any particular point in time. These factors include, but are not limited to: the capability of the subscriber's device used to access Tekify's service; the capability of the networking equipment between the subscriber's device and Tekify's network; the capability of websites or other Internet services accessed by the subscriber; the connectivity and capacity of Content Delivery Networks (CDNs); the subscriber's use of WiFi (if applicable); and network congestion/other Internet traffic.

Detailed summaries of Tekify's Internet service performance, including information about speed and latency and optimizing your wireless network, can be obtained by contacting Tekify at support@tekify.com. Tekify also provides a speed test page for subscribers to test their connections themselves.

Tekify's Internet services are priced on a flat-fee basis (plus applicable taxes and government fees). Tekify does not charge subscribers a usage-based fee for Internet access service and does not employ volume-based data caps. More information about the pricing of Tekify's service offerings and other fees is available on our website at www.tekify.com.

Bandwidth is provided on a per-subscriber basis. The subscriber's bandwidth is shared by all connected devices within the subscriber's premises.

Network Security

Tekify engages in network management practices intended to address threats to its network and subscribers. Tekify reserves the right at any time to take action necessary to protect the integrity of its network and other parts of the Internet. This may include terminating or suspending service to subscribers who engage in activity that violates the Tekify Terms of Service, including but not limited to activity that threatens to undermine the integrity of Tekify's network or services.

Tekify uses industry standard tools and generally accepted best practices and policies to prevent subscribers and other Internet users from experiencing the negative effects of Internet threats such as viruses, spam, denial of service attacks, and other unwanted or harmful online content and activities.

Please notify Tekify of any perceived network security or other Internet threats.

Attachment of Devices

Tekify's subscribers may attach any device of their choice to the Tekify Internet service that is compatible with the Tekify network (i.e., supports IPv4 and/or IPv6 via Ethernet or Wi-Fi technologies), does not violate the Tekify Terms of Service, and does not cause harm to the network, other users, or the provision of Internet access service. The performance a user experiences may vary depending on the capability and configuration of devices being used on the service.

Special Information Regarding Wi-Fi Routers

Tekify may provide each of its subscribers with a Managed Router, which includes built-in Wi-Fi, or a similar device. Tekify highly recommends the use of strong encryption with Wi-Fi. Encryption will help prevent unauthorized users from accessing a subscriber's private network.

Tekify subscribers are responsible for activity that occurs over their connections, including unlawful use by third parties. While Wi-Fi encryption does not encrypt traffic that a subscriber sends over the Internet, it does provide encryption for the Wi-Fi portion of the communications path between the subscriber's wireless device and the subscriber's Wi-Fi-enabled Router.

Information About Phone Service

Tekify's Internet and Phone service offerings share capacity on the connections to subscribers' premises. To provide customers with a consistently high-quality service, we may use certain network management practices related to the Phone Services, including:

- Limiting or suspending heavy, continuous usage that adversely impacts our network's performance or hinders access to our network. For example, we may automatically terminate any call that exceeds two hours in duration.

- Limiting or suspending usage that we reasonably suspect is unlawful, fraudulent, or does not comply with the Acceptable Use Policy.

- Restricting access to any telephone number and/or certain categories of telephone numbers (e.g., 9XX numbers other than 911).

- Not providing calling capability, including connections to certain geographic locations and special services numbers.

Contact Information

Tekify's contact page on www.tekify.com provides ways for subscribers to reach us by phone and email.