Network Management Practices

*Blocking:*  FITC shall not unjustly or unreasonably block access to lawful content, applications, services or non-harmful devices, subject to reasonable network management.

*Congestion Management*:  FITC backhaul infrastructure is designed to support bandwidth requirements.

*Device Attachment Rules*:  FITC places no explicit restrictions or regulations on what Internet connected devices you choose to run. We do however reserve the right to ban or refuse to allow the connection of devices that we determine may cause performance issues on our network or that may degrade the quality of service to customers.

*Security*:  FITC offers no inherit security as a service to your overall Internet connection. All FITC infrastructure components are kept current according to manufacturer recommendations. All FITC hosted email service goes through a spam and virus filtering, but it is still recommended that customers run their own security software on their devices for the highest level of possible protection.

*Throttling, Affiliated & Paid Prioritization, & Application-Specific Behavior:*  Not Applicable.

Performance Characteristics

*Service Description*.  FITC offers Internet access over Copper Twisted Pair (ADSL2+/VDSL2) and Carrier Ethernet over Fiber. While our infrastructure is designed to support bandwidth for all, it is impossible for us to control the environment outside of our network. Scheduled system maintenance which may be service affecting is performed during off-peak hours.

*Impact of Non-Broadband Internet Access Service Data Services*. Not Applicable

Commercial Terms

*Price*.  FITC offers 3 speed packages. Some bundled with voice features. Current offering is Basic (3Mb/1Mb), Better (5Mb/5Mb) and Best (25Mb/25Mb). For businesses, we offer 50Mb and 100Mb Ethernet over Fiber *certain restrictions may apply*. No usage limits or data caps. Call our office at (631)788-7001 for details or visit www.fiuc.net/telephone

*Privacy Policies*.  FITC conforms to state and federal law. We do not sell your personal information. Internet data packets may be analyzed by a trained technician for troubleshooting purposes only. No content is inspected or stored. Data Encryption is the responsibility of the end user.

*Redress Options*.  If you are experiencing problems or have questions, please call our office Monday - Friday 7:30AM to 4:00PM at (631)788-7001. After Hours and Weekend Support is 1-844-461-5722.