

CloudWyzé Open Internet Policy

This Open Internet policy discloses CloudWyzé's network management practices, performance, and commercial terms of service as they apply to the Internet Services ("Services") provided by CloudWyzé, Inc. ("us," "we," "our," or "CloudWyzé").

Network Management Practices

CloudWyzé will not unlawfully block or throttle lawful Internet conduct or content. CloudWyzé utilizes as necessary a variety of reasonable network management practices consistent with industry standards to ensure that all of its customers have a high-quality online experience. These practices are undertaken without regard to the source, destination, content, application, or service, and which are designed to protect customers from activities that can unreasonably burden our network or compromise security. CloudWyzé's online network is a bidirectional network, the proper management of which is essential to promote the use and enjoyment of the Internet by all of our customers. CloudWyzé monitors its network and attempts to address projected demand for capacity, taking reasonable steps to expand capacity, as necessary.

- Subject to reasonable network management practices, CloudWyzé will not unlawfully block any lawful internet activity or content.
- Subject to reasonable network management practices, CloudWyzé will not unlawfully throttle any lawful internet activity or content.
- CloudWyzé does not engage in affiliated prioritization, directly or indirectly favoring certain traffic over other traffic to benefit an affiliate.
- CloudWyzé does not engage in affiliated prioritization, directly or indirectly favoring certain traffic over other traffic in exchange for consideration, monetary or otherwise.
- If a large number of visitors are accessing a site or particular destination at the same time, your connection will be affected if the site or destination does not have sufficient capacity to serve all of the visitors efficiently. CloudWyzé may take reasonable and lawful steps to manage congestion on the network, such as placing caps on data usage, limiting data throughput or speed, or prioritizing certain applications or websites.
- CloudWyzé reserves the right to protect the integrity of its network and resources by any lawful means it deems appropriate. CloudWyzé takes steps to protect the security of its network and its customers which may include: virus scanning; denying content from certain sources that commonly send spam, launch malicious attacks or steal user information; spam detection techniques; and putting limits on the number of emails sent/received in a given amount of time. CloudWyzé may enforce limits on the number of logins, Simple Mail Transfer Protocol (SMTP), Domain Name System (DNS), and Dynamic Host Configuration Protocol (DHCP) transactions per second that customers can send to CloudWyzé servers. In addition, in order to protect CloudWyzé network and our customers against Denial of Service (DoS) attacks, CloudWyzé may block or limit protocols commonly used for these attacks.

Performance

- CloudWyzé offers customers their choice of a variety of Internet access service tiers, each of which offers varying speeds and features that may affect the suitability of such service for real-time applications. The features, pricing, and other commercial terms of our service offerings are modified from time to time and not all packages are available in all areas. Full descriptions of

currently available packaging and pricing can be [found here](#) , by sending a request to info@cloudwyze.com, or by reviewing the terms of any agreement you may have with CloudWyze.

- CloudWyze works to maximize our customers' ability to receive the maximum speed levels for each tier of service. However, CloudWyze does not guarantee that a customer will achieve those speeds at all times. Like all other ISPs, CloudWyze advertises its speeds as "up to" a specific level based on the tier of service to which a customer subscribes. The "actual" speed a customer experiences may vary based on a number of factors and conditions, many of which are beyond the control of an ISP such as CloudWyze, such as the age and capabilities of customer equipment and software, type of connection between a customer device and modem, the distance packets of data travel, congestion and usage, destination or website gating practices, and many other factors.

Commercial Terms

- CloudWyze's Privacy Policy is available [here](#).
- CloudWyze works to respond to all customer concerns and complaints timely and fairly. Customer may reach out to us at (877) 678-3739 or info@cloudwyze.com.

In the event of any conflict between material found on other links on CloudWyze's website and this Open Internet Policy, the more specific terms found in the material at the other links shall control.

From time to time, CloudWyze may modify this Open Internet Policy and other policies it has linked and CloudWyze will post notice of those changes on this website.