

## **FCC Disclosures**

The Federal Communications Commission (“FCC”) requires ISPs to publicly disclose certain information. Though we have information in our other posted materials, we have compiled information here that is specifically required by the FCC.

### **Network Management Practices**

#### **Blocking**

LightGig does not prevent, other than for reasonable network management, end user access to lawful content, applications, services, or non-harmful devices.

#### **Throttling**

LightGig does not, other than for reasonable network management, degrade or impair access to lawful Internet traffic on the basis of content, application, service, user or use of a non-harmful device.

#### **Affiliated Prioritization**

LightGig does not prioritize or favor any traffic over other traffic, nor does it reserve bandwidth for any traffic. LightGig utilizes industry standard peering and CDN practices which optimize connectivity for its customers to provide the best network experience. All Internet traffic is treated equally across our network.

#### **Paid Prioritization**

LightGig is not paid to prioritize or favor any traffic over other traffic, nor does it reserve bandwidth for any traffic in exchange for any type of consideration. LightGig utilizes industry standard peering and CDN practices which optimize connectivity for its customers to provide the best network experience. All Internet traffic is treated equally across our network.

#### **Congestion Management**

LightGig uses reasonable network management practices that are consistent with industry standards to manage congestion in its fiber network.

#### **Specific Behavior**

Carrier-Grade NAT (“CGN”) customers have their traffic modified using standard NAT practices for IP address conservation. This may cause some applications (e.g., certain types of VPNs) to fail. LightGig also rate-limits the Internet Control Message Protocol (“ICMP”) to protect its infrastructure.

### **Device Attachment Rules**

LightGig requires devices to be compatible with IPv4, IPv6, and its Wi-Fi. LightGig limits the number of devices that can be attached but, generally, not the type of device.

### **Security**

LightGig employs a number of practices to help prevent unwanted communications, such as spam, and protects the security of LightGig’s customers and network. Traffic volume and flows are monitored to manage capacity, detect malicious activity (i.e., DDoS or malware), and maintain regulatory compliance. Devices may be blocked if they are found to be participating in a DDoS attack or contain malware.

### **Performance Characteristics**

#### **Service Description**

LightGig provides a summary of its Fiber Internet service performance, containing information about speed and security, as well as other related topics. LightGig’s 100 percent Fiber network LightGig’s Internet speeds of up to 1000 Mbps (1 GIG) depending on the price and package you desire. LightGig also provides a speed test page, where you can test your own Internet connection.

### **Commercial Terms**

#### **Pricing and Other Fees**

LightGig charges an installation fee for its fiber products. LightGig’s fiber Internet service may be subject to promotional rates.

Additional fees, such as for non-standard installation and equipment charges, may apply. For information about pricing and fees for LightGig’s various fiber Internet tiers of service, please visit [lightgig.com](http://lightgig.com).

## **Privacy Policies**

LightGig's privacy policies regarding our collection, use, and disclosure of your personal information are explained in our Privacy Policy.

## **Redress Options**

If you have any questions about these disclosures, cannot find what you are looking for, or have any other concerns about LightGig fiber internet services, please contact LightGig at [info@lightgig.com](mailto:info@lightgig.com). LightGig will review and promptly respond to all submissions.