Velocity Broadband
FCC Net Neutrality Disclosure

Velocity Broadband 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
Velocity Broadband's data network is designed to provide its customers with exceptionally reliable Internet and data transmission services. Network components are routinely monitored 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 major decreases in data flow. If capacity cannot be adjusted in a reasonable timeframe, customer circuits will be redistributed during a maintenance window to other nodes with less utilization. Velocity Broadband manages the network capacity to maximize data traffic and does not dedicate capacity to individual Residential or Business Class-level customers. Enterprise-level Dedicated Internet Customers receive our guaranteed service level quality per their contracted Service Level Agreement.

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

Velocity Broadband has peering partners, and slower traffic flow 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, the reported issue will be investigated, and results communicated to the customer. Velocity Broadband continually seeks new peering partners to make data transmissions more efficient and we work with our existing peering partners to improve service.

NO BLOCKING OR UNREASONABLE DISCRIMINATION
Subject to Velocity Broadband's Acceptable Use Policy, Velocity Broadband 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 Velocity Broadband's Help Desk at 330-342-9544. Velocity Broadband reserves the right to terminate service to any customer without notice should they violate the terms of our Policies and/or jeopardize the integrity of the network.

INTERNET SERVICE SPEEDS
Velocity Broadband provides residential and business customers with a variety of High-Speed Internet plans that may vary by price, location, and facility availability. Velocity Broadband provisions and designs the network to ensure that our customers can enjoy the speeds to which they subscribe. However, Velocity Broadband does not guarantee that a customer will always achieve those speeds. Velocity Broadband, Residential and Business-Class internet 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, Velocity Broadband 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 Velocity Broadband'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 will be slower than direct connections into a router or modem. Wireless connections also may be subject to greater fluctuations, interference and congestion. Velocity Broadband 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 data 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.

NETWORK MAINTENANCE

Velocity Broadband strives to stay on the cutting edge with equipment and facilities to accommodate todays growing broadband environment. Staying in compliance with firmware and security upgrades is a vital part of maintaining the network's integrity. This maintenance requires minimal down time; however, these tasks do have to be occasionally performed. Velocity Broadband works to perform these tasks after midnight to minimize customer impact. Velocity Broadband will keep a weekly maintenance window on Wednesday mornings from 1:00am to 4:00am EST to complete these tasks. In the event that a planned task could interrupt services delivered or occur during a different day and time, Velocity Broadband will notify customers of that intended outage prior to the outage event.

Velocity Broadband reserves the right to modify this Disclosure at any time in its sole and absolute discretion. Changes and modifications will be effective when posted and any use of the Services after the posting of any changes will be considered acceptance of those changes.

If you have any questions regarding Velocity Broadband's Net Neutrality Disclosures, please contact the Velocity Broadband Help Desk at 330-342.9544.

This Velocity Broadband Net Neutrality Disclosure was last updated on 02/01/2026.