Terms & Conditions

•Privacy Policy

> •GEUS values the privacy of our Internet service customers and follows procedures to ensure that information we collect is reasonably protected. As indicated above, in order to manage our network performance, ensure that our network runs smoothly and deny malicious traffic to make our network safer, GEUS analyzes network traffic on our system. In connection with this analysis, GEUS uses a third-party that stores certain traffic information (such as the identity of a customer using a particular IP address during a specific period) for time periods required by state or federal law, we may be required to disclose certain personal information to respond to subpoenas, court orders, civil investigative demands or other legal process.

> •We do not collect, store or use traffic information to profile our customers in order to sell additional services to them or for similar non-network management purposes.

Network Congestion

- GEUS does not currently engage in any specific network management practices to address the effects of congestion. For example, we do not block specific applications or traffic that may tend to increase congestion. Instead, we focus on anticipating and minimizing or avoiding congestion by monitoring network usage and augmenting capacity in a targeted manner. Nevertheless, GEUS recognizes that as Internet traffic volumes continue to grow, it might not be possible to manage network congestion through capacity upgrades alone. Indeed, to ensure all of our customers a high-quality Internet access experience, the FCC permits Internet Service providers to utilize reasonable network management practices, including congestion management practices. Active congestion management practices typically involve the use of network management tools which can cause minor and temporary impairments to a user's experience. As a result, GEUS will continue to evaluate its practices in this respect and will revise its approach as needed in order to continue to deliver a quality service.

Network Security Measures

•GEUS actively seeks to address the threats posed by harmful and unwanted traffic and reserves the right to protect the security and integrity of its network and its customers by any lawful means it deems appropriate. Viruses, worms, denial of service attacks, and the use of malicious software such as spyware, can adversely affect the network and harm customers' computers, impair quality of service, compromise their data, and harm third parties as well.

•GEUS employs certain practices on a case-by-case and as-needed basis to protect its network and its customers against third-party attacks. These practices could be triggered if GEUS detects traffic levels that significantly exceed certain baselines. In accordance with common industry practice.

Application Specific Behavior

GEUS does not use any application-specific network management practices. GEUS does not block or rate-control specific protocols or protocol ports, modify protocol fields (in ways not prescribed by the protocol standard), and does not inhibit or favor certain applications or classes of applications. GEUS does not discriminate against or otherwise prevent users of its Internet service from sending and receiving the lawful content of their choice; running lawful applications and using lawful services of their choice; or connecting their choice of legal devices, as long as such applications, services and devices do not harm the network or the provision of broadband Internet access services, facilitate theft of service, or harm other users of the service. Similarly, GEUS does not impair or degrade particular content, applications, services, or non-harmful devices. GEUS reserves the right to employ network management practices to prevent certain harmful or illegal activity, such as viruses or other malicious code or the transfer of child pornography or other unlawful content, including copyright infringing files that are alleged to be or actually are shared via Bit Torrent or other peer-to-peer applications.

Device Attachment Rules

- GEUS customers have two options regarding attaching devices to our network to make use of our Internet access services: they can lease a modem from GEUS or purchase their own modem at retail. Customers who choose to use equipment that they provide are free to attach any device, including modems, to their service as long as it does not harm the network. GEUS's network uses the DOCSIS technology standard to exchange Internet data with its customers. GEUS currently recommends the use of at least a DOCSIS 3.0 certified modem. Use of a non-compliant modem may lead to service interruption in the case of network updates.

Network Management Practices

- GEUS works to ensure that its Internet access service subscribers have a high quality online experience. The bandwidth and network resources used to deliver our Internet access service are limited and shared among users. The potential for congestion that could adversely affect the performance of our network can arise when a large number of customers are making use of the network at the same time, when a small number of users place an unusually heavy demand on available bandwidth, or a combination of these and other factors. To address this potential problem, we use reasonable network management practices to protect our user base from the impact of activities that can unreasonably burden our network or cause service degradation. GEUS reserves the right to modify these network management practices in its discretion and in accordance with law.

Blocking

- GEUS does not currently block, or otherwise prevent end users from accessing lawful content, applications, services or non-harmful devices on its network. In order to protect our customers, we may use reasonable network management practices to block or limit sources that are commonly used to launch malware, or other malicious attacks, send spam, or steal a user's information. In so doing we may enforce limits on the number of login, Simple Mail Transfer Protocol (SMTP), Domain Name System (DNS), and Dynamic Host Configuration Protocol (DHCP) transactions per second that customers can send to our servers. In addition, as described below, in order to protect our network and our customers against Denial of Service (DoS) attacks, we may block or limit certain ports or protocols commonly used for these attacks.

Throttling

- GEUS does not degrade or impair access to lawful Internet traffic on the basis of content, application, service, user or use of a non-harmful device.

Prioritization

- GEUS does not utilize any practice that directly or indirectly favors some traffic, either its own or an affiliate's traffic, over other traffic in exchange for consideration.