

Innfinity Internet Service Disclosures

September 3, 2020

Innfinity is committed to providing its customers with a high-quality Internet access experience. The disclosure below explains the performance characteristics, commercial terms, and network practices for broadband Internet access services (“BIAS” or “Internet Services” or “Services”) provided by Innfinity. The disclosure may be changed from time to time without notice (with the date of the last update reflected above). The information provided in the disclosure is not a contract between Innfinity and its customers or any users of the Services provided by Innfinity, but is designed to provide you with information to understand our Services and make informed decisions regarding your choice of Internet Services. It also does not obligate Innfinity to provide any specific level of service or to maintain any level of service or network configuration, and creates no rights that are not already available to a customer or user by law or under any agreement with Innfinity. The information provided is applicable to residential Innfinity Internet service (Innfinity Internet) and small/medium business Innfinity Business Internet service (IBI) offered by Innfinity on a retail, mass-market basis.

Performance Characteristics:

Innfinity’s wireline network used to provision the vast majority of Innfinity Internet and IBI services is what is commonly referred to as a hybrid fiber-coax network (“HFC”), with coaxial cable connecting each subscriber’s cable modem to an Optical Node, and fiber optic cables connecting the Optical Node, through distribution hubs. This allows Innfinity to take advantage of statistical multiplexing, a bandwidth sharing technique used to distribute bandwidth efficiently across the user population while providing a level of service designed to meet the needs of customers running the applications of their choice.

Innfinity offers multiple residential Internet Service packages providing different maximum downstream and upstream speeds. In most of its service locations throughout the United States, Innfinity offers residential packages with downstream speeds of up to 200 Mbps. The most appropriate package for a particular customer will depend upon a variety of factors, including the types of real-time applications typically used and the number of users in the household.

Innfinity’s network provisioning and engineering practices are designed to enable its customers to receive the speeds for the packages they are subscribed to.

However, it is important to note that many factors beyond Innfinity’s control can affect the actual speeds customers are able to receive to their devices, including:

- Capability of end user devices (computer, smartphone, tablet), including factors such as age, software and operating system versions, the presence of viruses and malware, and the number of simultaneous applications running.
- Home network (Wi-Fi) connections, which may be slower than wired connections.
- Congestion on websites visited, including high demand by multiple simultaneous users.
- Fluctuations in latency within connecting networks outside of Innfinity's network, such as gaming servers.
- Capability of hardware used to connect to internet service (modems, routers, gateways, and associated firmware). Please see Certified Innfinity Internet Modem Devices section below for details.
- Force Majeure events such as natural disasters, national emergencies, or epidemics/pandemics.

Innfinity's architecture and related engineering standards are constantly evolving through a long-term, multiyear network upgrade transformation. As such, service types and speeds that Innfinity offers may vary by location throughout the duration of this transformation. However, there should be no discernable, persistent performance characteristic variations related to geography, where the same service types and speeds have been deployed.

Early Termination Fees:

Innfinity Internet Customers – Residential Innfinity Internet customers who are under a term Service Agreement ("Service Agreement") may be required to pay an Early Termination Fee (ETF) if Innfinity Internet service is cancelled or otherwise disconnected after 30 days but before the end of the Service Agreement term.

IBI Customers – Innfinity Business Internet customers may terminate service before the end of the term of the contract (Term) selected provided, however, if a customer terminates before the end of the Term (except for breach by Innfinity), or Innfinity terminates any Service for the customer's breach of the CSA or the AUP, the customer will be subject to termination liability equal to the nonrecurring charges (if unpaid) and 100% of the monthly recurring charges for the terminated Services multiplied by the number of full months remaining in the Term.

Contact Us:

If you have a complaint or question regarding your Innfinity Internet Service, you may contact us using the information found on the following web page.

Residential Customers & Business Customers

Call: (888) 894-7016 Email: [Support](#)

Network Practices:

The following describes Innfinnity's network practices as of the date of this disclosure; it will be updated from time to time as Innfinnity's practices change. Innfinnity may take any appropriate measures, whether or not they are described below, in response to extraordinary levels of usage, denial of service attacks, or other exigent circumstances that have a significant effect on our customers' ability to use the Services or Innfinnity's ability to provide the Services.

Innfinnity is committed to the ongoing management of its network to improve its service offerings, protect customers, and create new service and feature enhancements for its customers. Innfinnity does not shape, block or throttle Internet traffic or engage in other network practices based on the particular online content, protocols or applications a customer uses or by a customer's use of the network. Innfinnity may also employ other means to protect customers, children, and its network, including blocking access to child pornography sites (based upon lists of sites provided by a third party and an international police agency), and security measures (including identification and blocking of botnets, viruses, phishing sites, malware, and certain ports as set forth below).

Congestion:

There is no typical frequency or location of congestion, although congestion is more likely to occur during peak use hours in the evening. A major news event at any time of the day which results in many customers streaming video of the event can also cause congestion. At an individual node level, in rare circumstances, multiple users of heavy bandwidth applications (e.g. households running multiple instances of concurrent video streaming or uploading), may temporarily reduce the bandwidth available to all users on the same node. At times of congestion, standard network algorithms may be employed to ensure that available bandwidth is equitably allocated to competing users. Innfinnity regularly monitors data usage, congestion and capacity to decide where additional capacity in the network is needed. In exceptional circumstances due to unforeseen and dramatic increases in traffic over a short period of time, Innfinnity may take reasonable measures on impacted nodes on a temporary basis to alleviate congestion until network capacity can be increased to ensure consistent good performance for all users.