Elauwit Connection, Inc.
Network Management Disclosure

Last Modified: January 27, 2023

Elauwit Connection, Inc. ("Elauwit") respects that you have a choice when it comes to your Internet service provider. Elauwit provides its customers, and potential customers, with information about its residential Internet services so they can make informed decisions about which services best meet their needs. The Federal Communications Commission ("FCC") requires that all broadband Internet access service providers, including Elauwit, disclose the following information about its Internet services and network management practices.

1.   **Network Management Practices**

Blocking
Elauwit does not block or otherwise prevent end user access to lawful content, applications, services, or non-harmful devices.

Throttling
Except as described below in the section titled "Application Specific Behavior," Elauwit does not degrade or impair access to lawful Internet traffic based on content, application, service, user, or use of a non-harmful device.

Affiliated Prioritization
Elauwit does not directly or indirectly favor some traffic over other traffic, including through use of techniques such as traffic shaping, prioritization, or resource reservation, to benefit an affiliate.

Paid Prioritization
Elauwit does not directly or indirectly favor some traffic over other traffic, including through use of techniques such as traffic shaping, prioritization, or resource reservation, in exchange for consideration, monetary or otherwise.

Congestion Management
Elauwit wants to deliver the best possible broadband Internet access service to all its customers. To do so, Elauwit uses reasonable network management practices to mitigate the effects of network congestion and improve security that are consistent with industry standards. Elauwit monitors its network and uses various technical tools and techniques to manage its network and ensure that all customers comply with the Acceptable Use Policy and the Terms and Conditions of Service ("Terms of Service"). Because network traffic patterns, Internet technologies, and threats to the network change regularly, Elauwit may frequently change the methods its uses to monitor and manage its network. Any material changes to Elauwit's network management practices will be posted here.

Elauwit uses bandwidth and Internet traffic flow management tools to detect and prevent distribution to customers of harmful traffic and content like spam, malicious Internet traffic such as denial of service attacks, malware, phishing scams, viruses, or other harmful code or content. Additionally, Elauwit uses these tools to manage high volume data upload server activity such as from Bit torrent or peer-to-peer file sharing servers.

Application-Specific Behavior
Elauwit provides its customers withl full access to lawful content, services, and applications accessible through use of the Internet. Elauwit does not block or slow speeds for specific Internet protocols or protocol ports (except to prevent security threats or malicious activity), in ways not prescribed by protocol standards, and does not otherwise speed up or slow down certain applications or classes of applications.

Security
As part of its regular network management practices, Elauwit uses several technologies and methods to protect the security of its network and customers. Elauwit virtually and/or physically separates each port on its network and may monitor for viruses, malware, and other harmful code or content that are known today or may become harmful. The current monitoring and threat management protocols do not close or block specific ports, but instead remove harmful traffic from the network.

2.   **Performance Characteristics**

Service Description

Elauwit strives to provide Internet access services at the highest possible speeds. Recent testing demonstrates that Elauwit's Internet access service consistently delivers at or above the "provisioned" speed.To see how we compare, please refer here.

Other Services on Our Network

Elauwit currently provides only Internet access services to its customers over its network.

3.   **Commercial Terms**

Pricing and Other Fees

Additional fees, such as for equipment rental, installation, and IP address provision, may apply. Elauwit does not currently impose data usage limits or fees for its residential services, but reserves the right to do so.

Privacy Policy

Elauwit's privacy policy may be found here.

Contact Us

If you have any questions about these disclosures, cannot find what you are looking for, or have any other concerns about Elauwit's Internet service, please contact Elauwit by email at support@leowifi.net or by phone at +1 (703) 420-3429. Elauwit uses a ticketing process and will promptly address all issues raised.