GreatWave Communications Network Management Policy

GreatWave Communications (GWC) commits to the open and non-discriminatory use of the Internet by its customers and commits to use reasonable network management practices to ensure an open Internet. GWC will manage its network and provide access in accordance with the Federal Communications Commission's (FCC's) Open Internet Rules (adopted December 21, 2010 in 25 FCC Rcd 17905) and in compliance with any future rules adopted by the FCC.

Transparency
GWC shall make available public information on its website http.greatwavecom.com regarding its network management practices, performance and commercial terms of its service sufficient for consumers to make an informed choice regarding their use of such services.

GWC will not unjustly, unreasonably prevent, throttle, prioritize, or interfere with competition among:
- Content
- Applications
- Service
- Device Providers

Network Security and Congestion Management
GWC uses generally accepted technical measures to provide acceptable service levels to all customers, such as application-neutral bandwidth allocation, as well as measures to address service attacks, illegal content and other harmful activities to protect network integrity and reliability.

GWC does not currently implement any congestion management techniques. GWC operates our network to accommodate the necessary traffic requirements. In the event of congestion, all traffic is treated with best effort service.

Congestion due to malfunctioning hardware and/or software will be remedied as quickly as network engineers can diagnose and identify the offending hardware / software.
Congestion due to malice will be remedied using any technique available.

It is not acceptable to use the GWC network for any purpose that violates local, state or federal laws or to transmit communications that might be highly offensive or damaging to any recipients or to use the service in a manner that is unintended. It is not acceptable to interfere with, violate, circumvent, misuse, distribute or disrupt network users, equipment or services, which include but are not limited to:

- Reselling any GWC Internet Services, without GWC's written consent.
- Distribution of GWC Internet Services beyond the scope of your end-user account.
- Equipment, accessory, apparatus, circuit or devices that are harmful to the network, shall not be attached to or connected with GWC facilities.

- Circumventing copyright laws and regulation, including the unauthorized download of music, video, images, books, software or content and/or other copyright protected works.
- GWC provides Spam filtering with each customer's email address. Details of this service are listed on GWC's website. GWC will not ask you for your password in an unsolicited telephone call or email. If you believe your password has been compromised, you should immediately change your password to prevent the unauthorized use of it.
- Attempting to obtain unauthorized access to any network or account. This includes accessing data not intended for end user customers, logging into a server or account without being expressly authorized to access or probing the security of other networks.
- Attempts to interfere with the Service of others including users, hosts and networks. This includes "denial of service" attacks, "flooding" of networks, deliberate attempts to overload a Service and attempts to "crash" any host.

Service Description
Internet service is provided as a "best effort" service, and GWC has provisioned GWC service to meet the maximum speeds as advertised. However, internet usage can be affected by many variables, across multiple networks, and the usage that you may experience may be lower than the maximum speed. GWC utilizes fiber, twisted-pair copper, hybrid fiber coax, and wireless technologies which all have latency characteristics suitable for real-time applications.

To test your current connection with GWC, copy and paste the following URL into your web browser: http://gwc.speedtestcustom.com/

Blocking
GWC shall not unjustly or unreasonably block access to lawful content, applications, services or non-harmful devices, subject to reasonable network management.

Discrimination
GWC shall not unreasonably discriminate in transmitting lawful network traffic over a consumer's broadband Internet access service, subject to reasonable network management practices.

Commercial Pricing
Please click on the following website link for pricing information including monthly prices and additional network services: https://greatwavecom.com.
GWC does not offer usage based plans and any early termination fees are disclosed on service contracts if a yearly commitment is required to provide service.

Privacy Policy
GWC does not share any internet usage information with any outside agency, for other law enforcement or national security needs; unless requested by GWC through a subpoena or other lawful means.

Contact Information
If you have any questions regarding this policy, please contact GWC customer service at: 440-593-7140 or email at callcenter@greatwavecom.com.