VELOXINET OPEN INTERNET COMPLIANCE STATEMENT

Last Updated: 01/12/2026

Introduction Veloxinet ("Veloxinet," "we," "us," or "our") is committed to an open Internet and to the principles of net neutrality. We believe our customers should be able to access the lawful content, applications, and services of their choice.

In compliance with the Federal Communications Commission's (FCC) Open Internet Transparency Rule, we provide the following disclosure regarding our network management practices, performance characteristics, and commercial terms.

I. NETWORK MANAGEMENT PRACTICES

Veloxinet manages its network to ensure that all customers receive a secure and reliable experience. We use various tools and industry-standard techniques to manage our network and deliver our service.

1. Blocking Veloxinet does **not** block or prevent end-user access to lawful content, applications, services, or non-harmful devices. We do, however, reserve the right to block malicious traffic (such as spam, DDoS attacks, or malware) to protect the security of our network and our customers.

2. Throttling Veloxinet 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. We do not engage in "throttling" specific applications (e.g., slowing down video streaming services) for the purpose of favoring other traffic.

- *Note regarding Data Plans:* If a customer is on a plan with a specific data usage allowance, speeds may be reduced (throttled) for all traffic types generally once that allowance is exceeded, as described in the service plan details.

3. Affiliated Prioritization Veloxinet does **not** prioritize traffic for our own applications or services over other Internet traffic.

- *Exception for VoIP:* If you subscribe to Veloxinet's Voice over IP (VoIP) service, that specific voice traffic may be prioritized within the local network to ensure call quality and reliability (latency sensitivity). This prioritization does not negatively affect the general Internet performance of other applications.

4. Paid Prioritization Veloxinet does **not** engage in paid prioritization. We do not accept payment from third-party content providers (e.g., Netflix, YouTube) to prioritize their traffic over others.

5. Congestion Management Veloxinet uses standard network management techniques to ensure the best possible experience for the greatest number of users.

- **Technique:** Our network is "application-agnostic," meaning we do not manage congestion by targeting specific applications.

- **Trigger:** During periods of extremely high usage (peak hours), we may employ fair-queuing algorithms to ensure that bandwidth is shared equitably among active users. This prevents heavy users from monopolizing the available bandwidth in a specific sector or fiber node.

6. Application-Specific Behavior Veloxinet does not block or rate-control specific protocols or ports, except for those commonly used for malicious purposes (e.g., Port 25 for unauthenticated SMTP email, or ports known for spreading windows vulnerabilities) to prevent spam and security breaches.

7. Device Attachment Rules Customers may attach any lawful device to the network, provided it does not harm the network or other users.

- **Fixed Wireless:** Customers must use the specific radio equipment (CPE) provided by Veloxinet to connect to our towers.

- **Routers:** Customers may use their own WiFi routers and switches behind the Veloxinet-provided equipment.

8. Security To protect our customers, we may employ measures to identify and block traffic that appears to be malicious, such as Denial of Service (DoS) attacks, virus proliferation, or spam. If a customer's account is detected to be the source of such traffic (e.g., a botnet infection), we may temporarily suspend the service to protect the wider network.

II. PERFORMANCE CHARACTERISTICS

1. Service Description Veloxinet provides Internet access via Fixed Wireless and Fiber-Optic technologies.

- **Speed:** We offer various speed tiers. The speeds advertised are "up to" speeds and are not guaranteed. Actual speeds may vary due to factors such as network congestion, signal interference (for wireless), weather conditions, and the capabilities of the customer's device.

- **Latency:**

  - *Fiber:* Typical latency is between 5ms and 20ms to the nearest internet exchange.

  - *Fixed Wireless:* Typical latency is between 15ms and 50ms, depending on the distance from the tower and signal quality.

2. Impact of Non-Broadband Internet Services Veloxinet may provide VoIP (phone) services over the same physical connection used for your broadband internet. We provision sufficient bandwidth to support these services so that your general internet use is typically not impacted. However, in rare cases of extreme network congestion, the dedicated bandwidth for VoIP may slightly reduce the maximum available burst speed for data downloads.

III. COMMERCIAL TERMS

1. Pricing and Fees Current pricing, promotional rates, and additional fees (such as installation fees, equipment rental, or early termination fees) are available on our website at www.veloxinet.com and are disclosed at the point of sale.

2. Privacy Policies Veloxinet values your privacy. Our network management practices do not involve inspecting the content of your traffic (Deep Packet Inspection) for non-network management purposes. For detailed information, please review our **Privacy Policy**.

3. Redress Options If you have questions or complaints regarding our network management practices, please contact us:

- **Email:** info@veloxinet.com
- **Phone:** (217) 793-6386
- **Mail:** PO Box 17, Springfield, IL 62705