

# Icon Technologies, Inc

## Open Internet Disclosure Statement

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Effective Date: 9/20/2024

At Icon, we are committed to providing a transparent and open internet experience for our customers. This Open Internet Disclosure is intended to describe our network management practices, performance characteristics, and commercial terms in compliance with the Federal Communications Commission (FCC) rules regarding the Open Internet.

### 1. Network Management Practices

We do not engage in practices that block, throttle, or unreasonably discriminate against lawful internet content, applications, services, or devices.

#### a. Blocking

We do not block lawful content, applications, services, or non-harmful devices, subject to reasonable network management practices.

#### b. Throttling

We do not degrade or impair internet traffic on the basis of content, application, service, or non-harmful device, subject to reasonable network management practices.

#### c. Affiliated Prioritization

We do not engage in paid prioritization or any traffic management practices that favor certain traffic over other traffic.

#### d. Congestion Management

We manage network traffic in real-time to avoid congestion and ensure the best possible performance, all of which are applied equally across customers.

#### e. Application-Specific Behavior

We do not prioritize or favor specific applications or services, except where necessary for network security, legal compliance, or customer privacy.

#### f. Device Attachment Rules

Customers may attach any lawful, non-harmful devices to our network, provided they do not harm the network or other customers' service.

#### g. Security

We implement security measures to protect our network and customers from security threats, such as malware, distributed denial-of-service (DDoS) attacks, and hacking.

## 2. Performance Characteristics

### a. Service Description

Icon offers internet access services to residential and business customers. We strive to provide fast, reliable broadband service, but actual performance may vary due to factors such as network congestion, location, and the number of devices in use.

- Expected Speeds: Our service typically provides download speeds ranging from 10-100mbps and upload speeds ranging from 5-100mbps.
- Latency: Latency is typically between 20-50 milliseconds for most users.
- Data Caps: Icon does not implement data caps.

### b. Impact of Non-Broadband Internet Access Services

We do not prioritize any non-broadband services over general internet access services. If we offer services such as Voice over IP (VoIP) they do not affect the performance of your broadband internet access.

## 3. Commercial Terms

### a. Pricing

Please refer to our website for detailed pricing information, including any fees or charges for installation, equipment rental, early termination, or other services.

### b. Privacy Policies

We are committed to protecting your privacy. Please see our Privacy Policy for more information on how we collect, use, and protect customer information.

### c. Redress Options

If you experience issues with your internet service, you may contact our customer service team using the information below. If you are unable to resolve the issue with us, you may also file a complaint with the FCC.

## 4. Contact Information

If you have any questions about this Open Internet Disclosure or would like additional information, please contact us at:

Icon Technologies, Inc.

9 Park Place Carbondale PA 18407

570-876-6908

support@icontech.com