

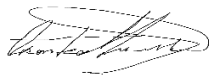
# Scope of the ISP's Coverage

- ConnectTo Communications, Inc.
- Filer's FCC Registration Number (FRN): 0013921614
- DBA: ConnectTo Communications and ConnectTo
- ISP service: wired and fixed wireless Internet Service provider
- Date 12/16/2019
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## Corporate officer

Aram Ter-Martirosyan

Chief Information Officer



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Date: 12/16/2019

- **ConnectTo communications Network Management Practices**
  - *Blocking*: **No Blocking is implemented or practiced by ConnectTo.**
  - *Throttling*: **No Throttling is used by ConnectTo. Speed to customer is only controlled by the service plan that customer has signed up for.**

- *Affiliated Prioritization:* **No Affiliated Prioritization is used by ConnectTo.**
- *Paid Prioritization:* **No Paid Prioritization is used by ConnectTo.**
- *Congestion Management:* **ConnectTo Prioritizing voice and video traffic on internal network, no prioritization is done on general internet traffic.**
- *Application-Specific Behavior:* **ConnectTo is not blocking or rate controlling any specific application or protocol.**
- *Device Attachment Rules:* **ConnectTo has no device restriction rules on its network.**
- *Security:* **All necessary measures are taken by ConnectTo Communications to ensure the security of the network and security of the users. All customer data is encrypted and secure, all access to network resources are secured with latest security standards.**

- **ConnectTo Communication Performance Characteristics**

*Service Description.* The actual speed and latency depends on the last mile technology used to provide service to customer. When fiber technology is used, speed and latency are the best and fluctuates between 1 Millisecond to 20 Milliseconds. Speed depends on customer purchased plan and starts from 100 Mbps to 10 Gigs symmetric. XDSL technology latency is between 10 milliseconds to 80 milliseconds and speed from 6 Mbps down and 1 Mbps up to 100 Mbps down 10 Mbps up. If fixed wireless technology is used speed is 100 Mbps down 10 Mbps up to 20 Mbps down 2 Mbps up and latency is between 20 to 80 milliseconds. We don't provide any non-broadband Internet Access Services at this time.

- **Commercial Terms**

- *Price.* ConnectTo Communications has no usage based fees. Price depends on last mile technology. Fiber installations depend on access and bandwidth purchased. Prices start from \$120 a month and go up. XDSL technology price is \$24.99 for single line service and \$59.99 for bonded service. Fixed Wireless is \$39.99.
- *Privacy Policies.* No Customer data is shared or sold to any other company. All obtained customer information is secure. All payment information is implemented according to merchant account requirements.
- *Redress Options.* ConnectTo Communications has 24/7 customer support and network operation center(NOC). Customers can call, e-mail or complete contact form on ConnectTo Communications website. All Customer inquiries are fulfilled within hours.