



PES Energize Internet Service Disclaimer

Internet Speed: PES Energize agrees to make every reasonable effort to provide the actual data download and upload speeds associated with the service package selected by the customer. PES Energize operates its own test server to measure network speeds. Since PES Energize cannot control data traffic once it leaves the Energize network, third-party speed test sites may yield different results. Depending on the test server selected, results may be lower than the actual throughput* of our network.

Network speed tests are only valid when performed between the Ethernet port of the customer's Optical Network Terminal (ONT) and the Energize test server. This restricts the test path to network components within the control of PES Energize.

PES Energize is not responsible for network speeds through any customer owned equipment. This includes routers, switches, cables, Wi-Fi connections, or internet-connected devices. When selecting a service package, it is the customer's responsibility to ensure their personally owned equipment is capable of the network speed desired. Please consult the manufacturer's device specifications to determine expected data rates in real-world use.

Residential Home Gateway, also known as Managed Wireless, is a Wi-Fi router lease option provided by PES Energize to offer additional technical support and remote management. If a PES Energize Managed Home Gateway is included with your service, it is already capable of the maximum bandwidth offered by PES Energize. PES Energize has the ability to perform speed tests directly from the gateway to verify performance.

Managed Wireless does provide PES Energize Technicians some visibility into the home network, created by the router, and the devices connected to it. PES Energize will have access to the type of device, basic signal quality and data usage only. The websites and/or services used by devices connected to the router are not visible to PES Energize.

Internet Security Threats: PES Energize provides a direct connection to the internet. Customer data traffic passes directly through our network to and from the internet. PES Energize does not filter or control customer content passing through our network. It is the responsibility of the customer to protect themselves and their connected devices from viruses, malware, phishing, scams and any other nefarious content or behavior over the internet connection provided by PES Energize.

I acknowledge that I understand and accept these terms of my PES Energize internet service.

Printed Name: _____

Signature: _____

*Network throughput is the amount of data moved successfully from one place to another, in a given time period and typically measured in megabits per second (Mbps) or gigabits per second (Gbps).