

## Wi-Fi Terms of Service

1. Wi-Fi is offered to all unit(s) that are in good standing with the HOA free of charge.
2. User will be required to agree to the Falcon Pointe Wi-Fi Terms of Service.
3. User shall not use the Wi-Fi network for any illegal activities. Upon notification of any illegal related activity the HOA reserves the right to immediately cancel the account without notice and re-instatement shall be at the Board's discretion.
4. User understands that the HOA may filter access to certain sites, limit bandwidth, limit connection upload and download speeds, and monitor traffic.
5. HOA makes no guarantees or representations as it relates to where the Wi-Fi network will work within the community.
6. HOA makes no guarantees or representations as it relates to the speed of the network. HOA cannot control or predict services being provided by service provider.
7. The HOA reserves the right to cancel the Wi-Fi login for any unit that is past due.
8. While the HOA may monitor bandwidth traffic the HOA is not responsible for monitoring users' online activity and thus the HOA shall not be held responsible for any fees, fines, issues, theft, illegal activities, etc. that may arise from using the Wi-Fi connection.
9. HOA reserves the right to modify connection speeds, set maximum speeds, and throttle the bandwidth being provided at any time without notice.
10. HOA reserves the right to cancel and/or suspend all Wi-Fi services within the community without notice.
11. User understands there are security risks with using the public Wi-Fi network.
  - a. User should ensure their machine is secured. HOA shall not be responsible in the event un-authorized access occurs while using the Wi-Fi network.
  - b. It is recommended User ensure their system is patched and running proper security software.
12. Wi-Fi Service will be limited to usage while visiting the Clubhouse or Pool during operational hours (8am to 10pm). Personal usage of the service from a private residence is not approved and may result in suspension of your access.

## WI-FI REGISTRATION

1. A valid user which may be a Homeowner must register by completing a Wi-Fi request form which can be found online at [www.falconpointeknoxville.com](http://www.falconpointeknoxville.com). Upon successful registration the user will receive a login. Please allow up to 3 business days for processing from the date of receipt. Weekends and holidays are NOT included.
2. Login should not be shared with anyone outside of your unit. Login is for the exclusive use of residents within specific unit.
3. The individual who has signed the registration form is responsible for ALL activities that take place while utilizing the login.

## WI-FI SUPPORT

1. The HOA does NOT provide technical support services as it relates to connection issues, securing a machine, etc.
2. In the event the entire connection is down please notify the Board by sending an email to [hoa@falconpointeknoxville.com](mailto:hoa@falconpointeknoxville.com)
3. HOA will use best efforts to maintain the Wi-Fi network but makes no guarantees relating to uptime nor is there any SLA (Service Level Agreement) in place as it relates to the HOA Wi-Fi equipment.

## WI-FI POLICY & RULE CHANGES

1. Anytime the Wi-Fi Terms and Conditions are modified an e-mail will be posted to [www.Falconpointeknoxville.com](http://www.Falconpointeknoxville.com). If the user(s) continue to use their login(s) it shall be assumed the user agrees to the modified Terms and Conditions.
2. Anytime the Rules and Regulations are modified, it shall be approved in a Board Meeting and posted to the [www.falconpointeknoxville.com](http://www.falconpointeknoxville.com) website.