

Traffic Management Policy

Traffic Management Policy.

AXTEL implements reasonable traffic control policies and mechanisms in accordance with the best international practices to improve Internet service operation, in order to provide efficient network use, preserve and increase service quality, protect users and the network from possible cyber-attacks and solely prioritize traffic sensitive to delay or congestion, according to resource availability, all the while ensuring free and healthy competition.

Free choice.

AXTEL users may openly access and exchange content and traffic over the Internet using approved devices. The different available modes or offers for the Internet access service do not condition the free choice of the user regarding the content, application or services available on the Internet.

Non-discrimination and neutrality.

AXTEL, in the provision of the Internet access service, does not inspect, filter or discriminate against the contents thereof, and furthermore, does not obstruct, interfere nor block information, contents, applications or services unless the user requests an additional service that provides such features (e.g., content blocking, parental control mechanisms and services).

Network security and user privacy.

Axtel Networks is part of Axtel, S.A.B. de C.V. - Public Domain Information



The Internet access service provided upholds the privacy of the users. Additionally, AXTEL provides a Privacy Notice where the customer can learn how their information is handled, in compliance with applicable regulations.

Transparency and information.

AXTEL provides information on its service offers in a clear, transparent, appropriate and updated manner, through public commercial offers available in its portal, allowing the customer to make an informed decision on the different alternatives available in the market.

Continuous infrastructure development

AXTEL is committed to developing and keeping its network current and operational, based on the business strategy and the physical and technical availability of such network, and always aims for customer satisfaction.

Quality

AXTEL is committed to finding and providing Internet service in the Mexican market under the highest quality standards, by implementing a culture that upholds innovation, quality and continuous improvement, based on national and international standards, and always seeking to maintain the continuity of this service based on technical and physical feasibility.

