

### **COMMUNITY GUIDELINES**

Please take a moment to read the Metro Loop community guidelines and keep them in mind whenever you engage with us on social media.

### **OUR COMMUNITY GUIDELINES**

We invite you to join us on [Facebook](#), and [Twitter](#).

But before you do, please take a moment to read the Metro Loop community guidelines and keep them in mind whenever you engage with us on social media.

We understand that high-speed Internet service is a subject many are passionate about – a passion we share. We welcome all questions and commentary, including constructive feedback. We will do our best to respond to your comments but if you need to get in touch with us quickly, please call us at 1-877-741-5806 or email us at [info@metroloop.net](mailto:info@metroloop.net).

We don't take decisions on moderating posts lightly. But we do expect that participants post content and commentary that is both relevant and respectful to this community.

Metro Loop reserves the right to remove any posts that don't adhere to our guidelines and to block anyone who violates them repeatedly.

Specifically, we do not tolerate these kinds of posts:

- Abusive, harassing, stalking, threatening, or attacking others
- Defamatory, offensive, obscene, vulgar, or depicting violence
- Hateful or discriminatory language
- Fraudulent, deceptive, misleading, or unlawful
- Trolling or deliberate disruption of discussion
- Violations of any intellectual property rights
- Spamming in nature
- Commercial solicitation or solicitation of donations
- Link baiting (embedding a link in your post to draw traffic to your site)

All community members must comply with these guidelines and the Terms and Conditions of each platform to engage with our page. While we are excited to hear from everyone, it is important to note that postings by community members to Metro Loop's social media accounts do not necessarily reflect the opinions of Metro Loop, nor does Metro Loop confirm their accuracy.

If you have a customer service issue, we recommend visiting [help.metroloop.net](http://help.metroloop.net) or calling our Customer Care team at 905-667-8945 or toll-free at 1-877-741-5806.