



Columbus Regional Airport Authority

Wi-Fly & Tenant Distribution Service

Terms & Conditions

1. Service Overview

The Columbus Regional Airport Authority (CRAA) currently offers internet connectivity services to tenants at John Glenn Columbus and Rickenbacker International Airports through the CRAA Wi-Fly Service (Bronze, Silver, and Gold Packages) as well as several add-on products and services. For tenants who choose to procure third-party internet services, CRAA offers a Distribution Only service which allows CRAA to carry a provider's circuit across our highly redundant fiber backbone from CRAA's demarcation (DMARC) location(s) to tenant spaces and other authorized locations.

2. Service Activation

Pending address verification, resource availability, and readiness of required customer equipment, service activation will typically occur within two (2) business days of order submission.

3. Billing & Payment Terms

- Distribution Service, optional add-ons (Static IP, Wi-Fi access point rentals), and installation fees (if applicable) are billed at the then current rates published in the CRAA Schedule of Fees, Rates, and Charges.
- Monthly charges are billed in advance by CRAA's Accounting Department.
- The first month's invoice may include prorated charges if activation occurs mid-cycle.

Payments are due as indicated on each invoice. Failure to pay may result in suspension of service.

4. Privacy & Data Handling

CRAA handles customer data in accordance with its Privacy Policy¹:

- CRAA Wi-Fly does not sell or share tenant data to or with third parties unless required to by law.

¹ [Privacy & data use policy - John Glenn International \(CMH\) & Rickenbacker \(LCK\) Airports | Fly Colum...](#)

- Information is used solely for service provisioning, billing, support, and operational purposes.

5. Customer Responsibilities

Customers agree to:

- Provide accurate and up-to-date contact and billing information.
- Maintain their own internal network hardware beyond the CRAA Wi-Fly provided DMARC point.
- Ensure third-party ISPs deliver circuits meeting technical specifications required for CRAA's DMARC handoff (*Distribution Customers Only*).
- Notify CRAA Wi-Fly 30 days in advance of moves, relocations, or infrastructure modifications that may affect service delivery.

6. Columbus Regional Airport Authority Responsibilities

CRAA is responsible for:

- Maintaining CRAA owned fiber, switching, distribution, and Wi-Fly infrastructure.
- Supporting connectivity from the CRAA DMARC to authorized tenant spaces as part of the Distribution Only Service.
- Providing published Wi-Fly speeds, support tiers, and service levels for Bronze, Silver, and Gold Packages.

7. Installation & Inside Wiring

Standard installation fees apply unless otherwise waived. CRAA technicians or authorized contractors will perform installation work within CRAA managed spaces.

8. Service Support Levels

Support levels vary by package:

- **Bronze:** Standard Support
- **Silver:** 24/7 Dedicated Support
- **Gold:** 24/7 Dedicated Support
- **Distribution Only:** Standard Support

9. Circuit Transport & Limitations

For tenants using third-party internet service providers (ISPs):

- CRAA transports circuits over its fiber backbone to authorized tenant areas.
- CRAA does not guarantee third-party ISP performance beyond the DMARC.
- Any required troubleshooting beyond CRAA infrastructure may require involvement from the tenant's ISP.

10. Suspension & Termination

CRAA may suspend or terminate service for:

- Non-payment
- Violation of airport IT security policies
- Activities that compromise CRAA infrastructure or operations
- Tenant relocation or closure

11. Service Cancellation

Either party may terminate the service with thirty (30) days' prior written notice. Customer is responsible for charges up to the effective cancellation date. Equipment must be returned within thirty (30) days. No early termination fee applies.

12. Limitation of Liability

CRAA is not liable for:

- Tenant equipment failure
- Third-party ISP outages
- Damages arising from misuse of service
- Lost business or consequential damage associated with connectivity disruptions

13. Modifications to Terms

CRAA may update service terms, rates, and conditions with notice to tenants. The latest version is always available at:

<https://flycolumbus.com/wpcontent/uploads/2026/09/CRAA-Wi-Fly-Terms-and-Conditions.pdf>

14. Acceptance

By subscribing to any Columbus Regional Airport Authority Wi-Fly internet service, the tenant acknowledges and agrees to these Terms & Conditions as they may be amended from time to time.