



Acceptable Use Policy / Terms of Service

By using our Services, the Client agrees to the following terms and conditions:

- All supplied networking equipment excluding router is owned by AireNet.
- AireNet does not utilize traffic management policies or limit speed during congested times. With this policy in place, plan speeds may be affected during peak times.

- Neither the equipment nor network service is transferable unless otherwise approved by AireNet.
- Prepaid plans are non-refundable.
- All service fees must be made PRIOR TO the service period (i.e. service for the month of June must be paid by May 31) by pre authorized payment only.
- Reinstatement of service following a "termination of service" will carry with it a reconnection fee of \$100.
- File sharing, file serving, or any other activity that consumes an inordinate amount of bandwidth is prohibited unless otherwise authorized by AireNet.
- If a Client is consuming an unusual amount of bandwidth, the Client agrees to cooperate with AireNet to eliminate the source of bandwidth drain or forfeit their service.
- Internet service may not be shared or resold.
- Explicit images and illegal material on web pages hosted by AireNet are prohibited.
- The Client is responsible for all details of the Client's account, including passwords and usage.
- Damages to AireNet owned equipment due to power surges or weather related circumstances are not covered by warranty (unless AireNet weather insurance is purchased). Service call fees are a minimum \$75 plus replacement equipment charge.
- Equipment supplied by the Client is the responsibility of the Client. If a service call is required due to equipment not supplied by AireNet (i.e. router, cabling, switch, hub or computer) a minimum \$75 service fee will be charged.
- AireNet is not liable for any personal or corporate loss due to a lack of connectivity to the Internet.
- AireNet will only offer compensation for loss of connectivity, if the Client has been with out service for 7 consecutive days or more.
- Returned charge backs on pre-authorized bank withdrawals are subject to a \$30 service charge.
- Failure to comply with any of these terms and conditions may result in termination of service.
- In the event of de-installation of equipment, AireNet will seal said equipment mounting holes in roofing material to the best of our ability. Upon completion of de-installation and sealing, AireNet will not be liable for any damages/discoloration or water leakage that may occur.
- Landlord/Tenant - It is the responsibility of the Tenant to obtain permission from the Landlord for installation of AireNet equipment.
- If a Client moves to another location in AireNet service area, a move fee of \$199 will be charged. AireNet will waive the \$199 fee if a new contract is signed. Clients currently in a contract, must have been in said contract for a minimum of 12 months to enter into a new contract.
- On pre-authorized payment, any amount owing on the account, will be debited on the next bill cycle. (ie: service calls, router etc.)
- Termination of Services must be made through verbal communication and AireNet requires at least 2 weeks notice.

- AireNet reserves the right to make changes to the terms and conditions of this agreement at any time.