

## Refunds, Promotions & Offer Disclaimers

### General

Limited time offers. Standard rates apply after the promotional period expires & vary depending on location. Offer limited to the advertised level of services. Additional services provided at additional cost. Customer must subscribe to & maintain all applicable services through promotional period to receive the stated price. Service availability, equipment needed & pricing may vary. Installation fees, service fees, activation fees and other surcharges may apply. All offers are subject to change. Other restrictions apply. \*Price excludes taxes, fees, & surcharges, including a broadcast station surcharge. ©Synergy Internet 2021.

### Buyout Offer

Offer for new Synergy Internet customers who are active customers of a competitor internet service. Former Synergy Internet accounts previously not in good standing or, who have disconnected service within past 30 days not eligible. Must provide copy of bill from competing internet provider, in same name and at same address, showing early termination fee amount and that you were an active customer at time of sale without a past due balance. Bill may be submitted by email to tickets@synergyinternet.us or by mail to Synergy Communications, Attn: DBB Program, 30 N Gould Street, Ste 4000, Sheridan, WY 82801. Credit will be applied to account at the end of 90 days of services if all services are maintained and account is in good standing. Credit amount will match early termination fee shown on submitted bill up to max of \$500 (\$350 for Internet only customers).

### New/Refurbished Laptop Offer

For new residential customers only. Must have had Internet service with an approved internet provider. Hotspots do not qualify. Mobile data service does not apply. Must sign up for qualifying packages. Must have been an active customer within the last 45 days with the previous approved provider and have been in good standing on their bill. Previous provider bill must be in the same name as the name on the Synergy Internet account. Service availability, equipment needed, and pricing may vary. Offer subject to change and other restrictions may apply.

### Internet & IPTV

Download & upload speeds are maximum speeds, which are approximate only; they may vary, especially in rural areas & are not guaranteed. A cable modem, wireless modem or network card (depending on the device sold at that moment) may be required at installation. DOCSIS 2.0 modem or greater required. Includes a monthly data plan. IPTV is offered with a set-top box only and customer must purchase the set-top box from our online store. The customer

*Promotion & Offer Disclaimers*

6/07/2021

only has the option to purchase a set top box which can be used to view IPTV on a HDMI enabled TV. The customer will need to purchase 1 set top box, for each TV for the IPTV to operate. We do not provide any warranties or guarantees regarding the service or the devices sold.

### Refunds:

Our service is a pre-pay internet service. We offer no refunds of any kind on our pre-pay services. Month to Month agreements have a minimum of 3 months required usage. This means the customer is committing to at least 3 months of service, which cannot be waived or altered by any Synergy Representative. If the customer is in a month-to-month service agreement the customer can opt to not pay for the next month of service, beyond the three months required, however if the customer has been billed for the month of use already, the amount charged is non-refundable. Customers are allowed credits and adjustments to an account, which is determined on a case by case basis.

Customer with leased devices will be credited any deposits back as long as the customers contract agreement has been fulfilled. Customers ending agreements with Synergy will incur an early termination fee and forfeit any deposits.

**Regarding Leased Devices:** Customers who lease a router forfeit the router deposit, if the term of the agreement is canceled before the due date of the written agreement. a \$ 180 refund is possible after the customer has completed a contract term, unless the agreement is renewed.

**Regarding devices purchased through our website:** When a customer experiences an issue with a device, the customer must contact our support department immediately at 855-779-6374 or by way of chat on our website. Support will attempt to troubleshoot the technical issue. If the technical issue cannot be resolved support will exchange only the device purchased for a new or equal value device. If a new or equal device is unavailable for exchange, the customer will receive an account credit, which may be used towards a reoccurring bill or towards purchasing other products listed on our account.

### Speed Comparisons

Speed comparisons are dependent on the High-Speed Internet Service tier selected & are based on download speeds vs. standard 1.5 Mbps DSL service.