

# Refunds, Internet Speed Disclaimers & Other 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. Synergy Internet does not guarantee continuous or uninterrupted service and serves the right, from time to time, to temporarily reduce or suspend service without notice. Customer shall indemnify and hold Synergy Internet and its directors, officers, employees, and agents harmless from any and all obligations, charges, claims, liabilities, and fees incurred as the result of interruptions or omissions of service under this Agreement. Customer consents to the periodic monitoring of the Customer's use of the Connection and Synergy Internet's network by Synergy Internet as may be reasonably required by Synergy Internet to conduct its quality control activities. Upon the occurrence of a breach by Customer of any provision hereunder, Synergy Internet, reserves the right, in addition to any other remedies which may be available to it, to terminate any Agreement and the services to Customer therein.

Installation fees may apply. Offer subject to change. Other restrictions apply. \*Price excludes taxes, fees, & surcharges, including a broadcast station surcharge. © Synergy Internet 2022.

## 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 [switchup@synergyinternet.us](mailto:switchup@synergyinternet.us) or by mail to Synergy Communications, Attn: DBB Program, PO Box 16546, Encino, CA 91416. 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).

## Internet speeds & Router Requirements

Download & upload speeds are maximum speeds, which are approximate estimations only; they may vary, especially in rural areas & are not guaranteed. A cable modem, or wireless modem (depending on the device sold at that moment) in most cases is required at installation or activation. Teltonika modems are what we currently certify with our services. No other device may be used. A monthly data plan is required. Routers may be purchased or leased. Leased routers are only leased to customers who sign a 1-year agreement and who put down the required deposit. The deposit is returned only at the end of the agreement. Customers who end the agreement before the end of any signed commitment will forfeit all deposits and may still be required to pay an early termination fee.

## SUPERBOX

Synergy Internet no longer utilizes SuperBox.

## Authorization, credits and refunds:

### REFUNDS:

We offer no refunds of any kind on our pre-pay internet services. Your service will automatically renew at the end of the service period, and you hereby authorize Synergy Internet to charge the then-current renewal fees to the credit card associated with your account. If you cancel your Internet Service, we are not obligated to refund charges already paid, regardless of what method you have used to pay for services. If we terminate or suspend your access to the service, you agree that we shall have no liability or responsibility to you and we will not refund amounts that you have already paid to the fullest extent permitted under applicable law. Cancellation will take effect at the end of the then current Service period or signed agreement. On service calls refunds are issued on a case-by-case basis and only when the outtake form has not been signed. No refunds are provided once the outtake form is signed by the customer. For questions regarding refunds please email: [accounting@synergyinternet.us](mailto:accounting@synergyinternet.us) **On a case by case basis sales may allow a refund on services that absolutely do not work for a customer at the customers location. This determined by verifying with our under carrier if any data passed through the device. If it is determined that data has passed through the device, then no refund is provided.**

### CREDITS:

At times customer service credits are offered to customers. Sometimes these credits are referred to as "courtesy credits". These credits can be used towards internet service bills or service calls. Service credits will not be refunded in the form of cash either while the account is active or after an account as been cancelled. A customer will have up to 1 year to use any credits on the customer's account. After 1 year the credits are forfeited and expire. Credits are given at the discretion of management and supervisors. Credits for internet service are given as a

courtesy. Credits for internet service outages are given for a maximum of 2 weeks and/or a maximum of \$150 for service calls or internet service. We figure out the number of credits by taking your total monthly bill and dividing it by the number of total days in the current month. The credits are then worked out by multiplying the per day figure by the number of days the credit is being given not to exceed 14 days. Credits are not given based on fairness or any consequence or opportunities which have been missed as a result of loss of service, for whatever reason. For questions regarding credits to your account please email: [credits@synergyinternet.us](mailto:credits@synergyinternet.us)

**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, option 2 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 in our shop.

## Service invoices, Payments and Service Restoration

All payments are due on the 1st of the month. Disconnections can happen at anytime after this can be delayed for a period of 10 days. After 10 days a non-refundable, non-waivable late fee and restoration fee are accessed to the account and must be paid for services to be restored. The Customer acknowledges and understands that all invoices and receipts will be emailed. Payments made to Synergy Internet using Venmo, Cash App, or Digital ACH, are only refunded (in the event a refund is approved) via ACH Digital Check. Customers will be invoiced monthly in advance for all amounts due and owing to SI. Service is restored only when payment has been made and any overages, late fees or restoration fees are brought current. The customer is responsible for making sure that the bill is received at his or her email. Synergy is not responsible for billing which ends up in spam. The customer should unblock and allow the following emails to keep from having issues with receiving invoices:

[tickets@synergyinternet.us](mailto:tickets@synergyinternet.us) or [customer.service@synergyinternet.us](mailto:customer.service@synergyinternet.us).

**Suspension of Service - Effective 9/09/2022** - Customers wishing to suspend service must suspend service prior to the new billing period to avoid being charged for the month of service. Accounts placed in suspension will incur a \$ 20 fee. A suspension will only be allowed once per month and cannot be suspended for longer than 3 months at a time. Monthly fees cannot be waived or altered as the under carrier does not waive or alter the wholesale rates for Synergy. Services suspended for longer than 3 months will be automatically disconnected and the customer will need to start a new service including but not limited to paying a new activation fee for a new line of service.