

## **RTC Internet Wi-Fi Plan Networking Terms & Conditions**

### **RTC INTERNET WI-FI PLAN NETWORKING SUPPLEMENTAL AGREEMENT TO THE RTC INTERNET HIGH SPEED INTERNET SERVICE AGREEMENT**

#### **1. AGREEMENT**

The following terms apply to your use of the RTC Internet Wi-Fi Plan Networking service in conjunction with RTC Internet High Speed Internet Service. You are bound by the RTC Internet DSL Service Agreement, along with the following terms:

#### **2. TERM**

The initial term of this agreement is twelve (12) months from the date of purchase of the product.

#### **3. CANCELLATION**

Cancellation of the Service by you before the initial term of the agreement ends will result in a \$99.95 charge. Before returning any product, you must notify RTC Internet Customer Service. The product may not be returned without RTC Internet's consent. If RTC Internet deems it necessary to replace the item, a replacement unit will be sent to you. You must use the original container (or the equivalent) for shipping. RTC Internet must receive returns within thirty (30) days of the shipping replacement hardware. This new item will be covered for the remainder of your initial term of service.

#### **4. HARDWARE REQUIREMENTS**

For PC: Windows 10 or later

For Macintosh: Mac OS X

#### **5. TECHNICAL SUPPORT POLICY**

Due to the wide range of hardware and software configurations and compatibility, it may not be possible for RTC Internet to provide technical support for your current set of products. In certain circumstances, it may be necessary to refer you to the manufacturer of your hardware or software vendor for technical support of their products. RTC Internet will use its best effort to provide support for the following configurations:

One network configuration (63.105.248.1/255.255.255.0 only)

Single Windows-based printer network setup (the customer will be directed to the printer manufacturer for issues related to printer defects)

#### **Equipment leased by RTC Internet**

The range (or radius of coverage) of up to 75 feet for wireless devices in most situations (your local radio/microwave interference may inhibit performance, see details below)

Support for configurations that fall outside these parameters may be available through RTC Internet's professional services consulting group at then prevailing rates and charges.

RTC Internet will not always be able to provide technical support for the following:

Network Faxes or Scanners

Ethernet Printers

Inter-operating-system file sharing (i.e. do not support NT <-> 9x, 9x <-> MAC, MAC <-> NT)

"Traveling" network machines, Local LAN support only (users should record their Home Network settings for their "traveling" laptops, as settings to use other networks will usually be different.)

Customer hosted Internet server support (FTP, POP, SMTP, HTTP...)

VPN support for VPNs not offered by RTC Internet

Interference to a wireless LAN due to other products transmitting energy in the same frequency system (i.e. microwaves, multiple/neighboring wireless LANs, etc...)

Multiple Home Network setups

## **6. PAYMENT**

Prices are subject to change at any time. You agree to pay the following:

Residential product:  
\$9.95/month

Business product:  
\$12.95/month

Unreturned equipment charges:  
Varies by device or component

You acknowledge that this is a fixed-location service only. Moving to another location may result in fees associated with canceling and setting up a new account.

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