



NETWORK MANAGEMENT POLICY

1. **Introduction** This network management policy outlines the terms and conditions governing the provision of Wireless Internet Access Service by Triad Wireless Internet (Provider) to the subscriber (Subscriber). By entering into this agreement, both parties agree to adhere to the stipulated terms and conditions.
2. **Service Provision** Provider agrees to furnish Subscriber with the selected package of Wireless Internet Access Service agreed upon at the time of installation.
3. **Package / Speed Guarantee** The agreed-upon packages/speeds are guaranteed for up to 10 connected wireless devices. Usage exceeding this limit requires upgrading to our unifi system, entailing an upfront fee of \$200.00 (each) and a monthly monitoring fee of \$5.00 per radio.
4. **Triad Equipment** Subscriber acknowledges that Triad Equipment remains the property of Triad and agrees to use it solely for receiving and/or using the Service(s) pursuant to this Agreement.
5. **Return of Triad Equipment** Upon termination of Service, Subscriber agrees to return all Triad Equipment within thirty (30) days in good condition, barring ordinary wear and tear.
6. **Term of Agreement** This Agreement shall remain in effect for the duration of service provision, with Subscriber retaining the right to cancel subscription at any time, subject to potential early termination fees.
7. **Changes to Service** Subscriber may upgrade Wireless Internet Access package/speed without violating the terms of this agreement.
8. **Payment Schedule** Installation charges and monthly service fees are billed in advance. Failure to pay may result in temporary disconnection, with restoration subject to payment and possible additional fees.
9. **Customer Provided Equipment** Provider is not responsible for support of customer-provided equipment, and Subscriber is liable for service call expenses related to such equipment.
10. **Customer Installation** Installation dates and times are determined by Provider. Subscriber must ensure appropriate configuration of computer(s) for Wireless Internet Access Service connection.
11. **Service Calls** Fees may apply for service calls unrelated to Wireless Internet Access Service or hardware issues covered by warranty.
12. **Service Delivery** Actual data transmission may be lower than connection speed due to various factors beyond Provider's control.
13. **Content Filtering** Provider reserves the right to limit or restrict file sharing, VPN tunnels, and copyrighted material.



14. **Consequential Damages** Provider is not liable for incidental or consequential damages resulting from service failure or suspension.
15. **Additional Terms** Legal actions shall be governed by Maricopa County, Arizona laws. Prevailing party in legal disputes may recover attorney's fees. This contract supersedes any previous agreements.
16. **Excessive Use and Copyrighted Material Policy** Provider reserves the right to manage network resources and reduce network speeds for excessive use. Torrent or File-Sharing downloads of copyrighted material may be blocked.

This network management policy shall be effective upon agreement by both parties and may be revised as necessary, with due notice provided to the Subscriber.