Service Agreement and Acceptable Use Policy

Customer copy for Jenco Wireless, LLC internet service.

Internet Service Agreement

This agreement covers the internet service you order from Jenco Wireless, LLC. It includes the Acceptable Use Policy below and the plan, price, and equipment terms you accept when you order. You must be at least 18 to open an account. The account holder may authorize someone else to manage it.

Your service

Service is monthly, with no fixed term or early termination fee. We check your address before confirming we can install service. If we determine we cannot install the service you ordered, we'll tell you and refund any amounts you prepaid for that installation or service.

Advertised speeds describe a service tier or maximum possible speed. Actual speeds depend on signal strength, the path to the tower, interference, network conditions, and your equipment. Jenco provides service on a best effort basis without a service level agreement. Maintenance, outages, and other interruptions can occur.

Installation and access

Standard installation is free. Installation can require attaching an antenna or mount to the building and routing cable into the property. You agree to arrange permission from the property owner where needed. Please give our technicians safe access by arrangement for installation, service, and equipment pickup, and tell us about property restrictions and hazards before work begins.

Our Installation and Equipment Guide explains cable burial, property disturbance, repair charges for damage to an unburied cable, and surge protection for Jenco equipment.

Account security

Keep your contact and billing information current and protect your account credentials and home network. Contact Jenco promptly if you believe someone is using your account without permission. Jenco may verify that you're authorized to make changes before acting on an account request.

Billing and automatic payments

Your order states the monthly rate and any applicable charges for the service and equipment you accept. Pay invoices by the due date shown in the customer portal. If a charge seems wrong, contact Jenco promptly so we can review it. Jenco will give you at least 30 days' advance notice before changing your service speed or monthly price.

Automatic credit card payments apply if you choose them and authorize recurring charges. Jenco then charges the card you authorized each month for the amount due until you stop automatic payments or your service ends. To change or stop automatic payments, text Jenco. Any balance already owed remains due.

Cancellation, moves, and equipment returns

You can cancel at any time. Text (937) 502-1357 with your name, service address, and the date you'd like service to end. We'll confirm the end date and any final balance or credit, and arrange to pick up Jenco equipment at no charge.

30 day money back guarantee. If you're unhappy with the service, contact us within 30 days of installation to cancel and make Jenco equipment available for pickup. We'll refund what you paid Jenco for that service under the guarantee.

Moving. If your new address qualifies for service, we'll relocate your service for free. If you're moving out of the service area, contact us so we can prorate your final bill.

Ownership and returns. Jenco owns the equipment it provides, including the antenna, associated hardware, and any router supplied by Jenco. A router you purchase or provide belongs to you. Make Jenco equipment available for pickup within 30 days after service ends or arrange another date with us. If you fail to return Jenco equipment or cause damage to it, Jenco may charge the full replacement cost.

Equipment failure. Jenco replaces its equipment at no charge when it fails through no fault of yours. The Installation and Equipment Guide explains when Jenco may charge for surge damage or repairs.

Account suspension and limits on liability

Jenco may suspend or end service for unpaid charges, violations of this agreement or the Acceptable Use Policy, or threats to network security. Jenco may act immediately when necessary to protect people, equipment, or the network. We'll give any notice required by applicable law.

Limits on damages. To the extent permitted by law, Jenco excludes liability for indirect, incidental, special, or consequential losses, including lost data, revenue, or profits. For service claims that can lawfully be limited, Jenco's total liability is capped at the internet service fees you paid during the 12 months before the event that led to the claim. The 30 day money back guarantee and rights that cannot lawfully be waived still apply.

Terms and notices. This agreement, the Acceptable Use Policy, and the service terms you accept when you order apply to your account. Jenco will post revisions and give any additional notice or obtain consent when required by law. If a term is unenforceable, the remaining terms continue to apply.

Contact Jenco Wireless, LLC

Service and billing. Text (937) 502-1357 or use the customer portal.

Email. support@jencospeed.com

Mailing address. Jenco Wireless, LLC, P.O. Box 910, Marysville, OH 43040.

Acceptable Use Policy

This policy applies to everyone who uses Jenco Wireless internet service, including account holders and anyone using the service through their account.

Jenco generally leaves normal use of its internet service unmonitored. Jenco may review information as needed to operate or protect the network, investigate abuse, or respond to legal requirements. Jenco may remove material on its systems that it determines may be unlawful, expose Jenco to liability, or violate this policy.

Prohibited use

- **Illegal activity.** Using the service to violate applicable laws or regulations, including by transmitting or publishing unlawful material.
- **Harm to minors.** Using the service to harm or attempt to harm a minor.
- **Threats and harassment.** Using the service to harass others, threaten physical harm or property damage, or encourage others to cause that harm.
- **Fraud.** Using the service for fraudulent transactions, deceptive offers, or financial scams.
- **Forgery and impersonation.** Falsifying sender or network information to mislead someone or impersonating another person. Using a nickname or a privacy tool is permitted when it does not involve deception or impersonation.
- **Spam.** Sending unsolicited commercial email or unsolicited bulk messages, or using the service to help others distribute them.
- **Unauthorized access.** Accessing or attempting to access another person's accounts, devices, communications, or networks without permission, or attempting to bypass security controls without permission.
- **Infringement.** Using the service to violate someone else's copyright, trademark, patent, trade secret, or other intellectual property rights.
- **Collection of personal information.** Collecting or attempting to collect other people's personal information without their knowledge or consent.
- **Unauthorized resale.** Reselling Jenco internet service without Jenco's permission.
- **Network disruption.** Attacking, interfering with, or disrupting other people's devices, networks, or services. Account holders are responsible for securing their network and taking reasonable steps to prevent unauthorized or unlawful use.
- **Commercial use of a personal account.** Using a personal account for commercial activity outside the terms of that account.

Report a violation

Email support@jencospeed.com. Include the following details when available.

- The IP address associated with the activity.
- The date, time, and time zone.
- A description and any supporting evidence, such as full email headers for a spam report or relevant log entries.

Jenco may issue a warning, suspend or terminate an account, charge applicable administrative or reactivation fees, or take legal action to stop violations or recover damages.

Policy updates

Jenco may update this policy and will post notice in accordance with the Internet Service Agreement. Changes to service speed or price follow the 30 day notice terms above.