



TERMS AND AGREEMENTS

HIGH SPEED INTERNET REQUIRED. UNLIMITED PLANS LIMITED TIME OFFER, VALID FOR NEW LINES ONLY. RATES EXCLUDE INTERNET SERVICE, SURCHARGES, FEES AND TAXES.

As a subscriber to PWI Digital service, you agree to be bound by the Terms of Service. Price, feature & plans may vary by service area. Taxes not included. Activation fee required. Extensions calls made from mobiles use airtime and may incur surcharges, depending on your mobile plan. Where available.

PORTING

The number transfer process (porting) takes approximately 10 business days from the time you confirm your transfer request. Before you receive your device or your number is transferred, you can log into your online account to set up various features such as voicemail and call forwarding. Alarms, TTY and other systems may not be compatible. PWI E911 service operates differently than traditional 911. Please see E911 section below for further details.

BILLING

Starting on the date of your order or the date your payment is processed, whichever is later ("subscription date"), your payment method will be charged monthly (or annually) in advance for all service plan charges, fees, taxes and surcharges. Usage based charges will be charged monthly as due or mid-cycle if they exceed \$75.00.

E911 SERVICE

With E911 service, when you dial 911, your telephone number and registered address is simultaneously sent and emergency operators have access to the information they need to send help and call you back if necessary.

You must provide PWI with the physical location where you will utilize PWI's Digital phone service for each phone line. Also note that if you move your device to another location, you must notify PWI of your new location so your E911 service can be updated and your service will continue to work properly. A flat fee of \$1.50 will be billed to your account for this service. You will register your initial location of use when you subscribe to the Service. The initial activation of the E911 service can take several hours for a newly registered location. Remember that our E911 Dialing service will not function in the event of a broadband or power outage or if your broadband, ISP or PWI phone service is terminated.

CANCELLATION

Please provide a 30 day written cancellation notice to PWI in the event of cancellation. Cancellation is effective on the date you cancel and paid charges are not subject to refund. If you cancel your service before the end of your billing cycle, there are no pro-rated refunds. Charges for any overages, toll free numbers, and out-of-plan calls or any other features and services outside your plan are separately billed and charged to your payment method after cancellation.