

## No Worry Plan Policy

**Effective and Updated Date: February 2025**

The No Worry Plan is a (1) managed router service that also (2) waives most normal service call fees. Below are the details for both aspects of the No Worry Plan.

### (1) Managed Router Service

- a. We provide a reliable router (reliable set of routers for our mesh version of the no worry plan) that you can use at your residence for all of your internet & networking needs; you benefit from:
  - i. Regular software updates (usually done during times of little to no internet usage)
  - ii. Maintaining & replacing the router(s) as needed at no additional charge
  - iii. Continuously updating the firewall on the router(s) to protect against security threats
  - iv. Optimized internet & network performance
  - v. Implementing parental controls as needed
  - vi. Changing SSID(s) and associated passwords
    1. Informing of current SSID(s) and associated passwords
    2. Implementing guest networks as needed
  - vii. Adjusting advanced settings on the router(s) as needed
    1. Port forwarding
    2. WPS connections
    3. VOIP optimizations

### (2) Waives Most Normal Service Call Fees

- a. We waive the following normal fees with this plan:
  - i. Wire being cut/damaged not through an act of God or nature (related wire burial costs as well)
  - ii. Current antenna needs to be moved due to construction or landscaping work
  - iii. Physical location of router needs to be moved to provide good coverage to the residence
- b. We DO NOT waive the following normal fees with this plan:
  - i. If power is not being provided to our equipment due to it being unplugged or shut off/disabled
  - ii. Malicious destruction of our equipment (router(s), antenna, wire, power supply(s), etc.)
  - iii. Repetitious onsite visits to correct the same issue that is not related to antenna/router(s) hardware
  - iv. Going onsite specifically to connect devices to the router(s)
    1. Wired and Wireless connections both apply here
  - v. Cost of IT services

*Fourway is not liable for equipment that is not provided by us, and cannot guarantee that any third-party networking equipment will work with our equipment in any particular capacity. We will make our best efforts to make third-party equipment work with ours. While Fourway's router & firewall configurations are designed to keep your network secure, we cannot guarantee that it will be 100% secure.*

*Fourway 100+ internet plans include the no worry plan by default and are our recommended option for your router needs. In the event that a customer decides to use their own router instead of ours they waive all benefits of the no worry plan listed on this document.*

*Installing third-party extenders to our managed router(s) waives all benefits of the no worry plan listed on this document. We offer a no worry plan mesh version if that coverage is wanted or needed for your residence. Private PTP equipment is not covered by the no worry plan.*

*These plans have a minimum time commitment of six months, and a credit card/debit card/checking account must be on file. In the event that a customer cancels, the router(s) need to be returned within fourteen business days or a no return fee will be applied for each unit. They can be mailed in or brought to our office at 12700 4A Road, Plymouth IN 46563.*