Terms of Service & Acceptable Use Policy

Effective and Updated Date: November, 2026

These Terms of Service apply to internet, VOIP, and related services provided by Fourway Computer Products, Inc, doing business as Fourway.net ("Fourway"), under a month-to-month service agreement. Non-standard or custom services provided under a separate written agreement with Fourway are governed by that agreement. Our Copyright & DMCA Policy, Discounts & Bundles Policy, Fourway No Worry Plan Policy, Network Management Policy, and Privacy Policy are all available on the "FAQ & Legal Policies" page at fourway.net and are part of these terms.

Acceptable Use. Customers may not use Fourway services to: break any law; harm or attempt to harm minors; threaten, harass, defraud, or impersonate others; send spam or unsolicited bulk email; infringe copyrights or other intellectual property, including through file sharing; access accounts, systems, or networks without authorization; collect personal information about others without their consent; disrupt Fourway's network or anyone else's use of the internet; or resell service without Fourway's written permission. Customers are responsible for securing their own network and for all activity on it. Fourway does not routinely monitor customer activity but may investigate suspected violations and cooperate with law enforcement. Violations may result in a warning, suspension, termination, and/or charges for costs Fourway incurs. Fourway will terminate the service of customers who are repeat copyright infringers. Report abuse to legal@fourway.net. Copyright notices may be sent to Fourway's designated DMCA agent; see the Copyright & DMCA Policy at fourway.net.

Payments & Late Fees. Payments are due on the schedule selected in your service agreement. If payment is not received within 15 days after the due date, a $20 late fee will be applied and service may be suspended until the full balance is paid.

Cancellation & Refunds. Service is month-to-month. Customers may cancel at any time by phone or in writing. Upon cancellation, any remaining credit on the account will be refunded within 30 days, less unpaid balances, fees, or charges for unreturned or damaged equipment. Prepaid months are credited at the regular monthly rate, and the free 13th month on yearly plans applies only after 12 paid months of service. Fourway may cancel service with 30 days' notice, or immediately for nonpayment or violation of these terms. Fourway may also suspend or cancel service immediately if a customer threatens, harasses, or is abusive toward Fourway staff, or prevents Fourway from safely servicing equipment.

Equipment. Equipment provided by Fourway remains Fourway's property unless purchased by the customer. After cancellation, the customer must return the equipment or allow Fourway to retrieve it within a reasonable amount of time. Equipment that is not returned, or is damaged by anything other than lightning, flood, or another natural event, will be charged at its $400 replacement cost. No Worry Plan equipment is covered by the No Worry Plan Policy. If Fourway must hire an outside attorney to recover equipment or unpaid balances, the customer agrees to pay reasonable attorney fees and court costs. The customer grants Fourway access to the service address to install, maintain, and remove equipment. Renters are responsible for obtaining landlord permission.

Fourway VOIP Service. Existing phone numbers can be transferred to Fourway at no charge; this takes up to two weeks and requires additional paperwork. Otherwise, a local number is assigned. Additional ATA boxes or VOIP phones are $150 each. **911 Notice:** VOIP 911 service will not work during a power or internet outage. 911 calls are routed using the service address on file. Customers must notify Fourway before moving VOIP equipment to a new address, because 911 may not reach the correct emergency center or show the correct location if the equipment is used elsewhere. Fourway recommends keeping another way to call 911, such as a cell phone.

LIMITATION OF LIABILITY. FOURWAY'S TOTAL LIABILITY FOR ANY CLAIM RELATED TO ITS SERVICES SHALL NOT EXCEED THE AMOUNT THE CUSTOMER PAID FOURWAY DURING THE THREE MONTHS BEFORE THE CLAIM AROSE. FOURWAY IS NOT LIABLE FOR INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, INCLUDING LOST DATA, LOST PROFITS, OR BUSINESS INTERRUPTION, RESULTING FROM SERVICE OUTAGES, DELAYS, OR INTERRUPTIONS, INCLUDING ANY INABILITY TO REACH 911. THIS LIMITATION APPLIES TO THE FULLEST EXTENT PERMITTED BY LAW. Fourway may, at its discretion, issue service credits for extended outages.

Privacy. Fourway does not sell customers' personal information, including information in Fourway-hosted email accounts. See our Privacy Policy at https://fourway.net/privacy-policy/.

SMS Terms. Fourway Computer Products, Inc (Fourway.net) offers a text messaging program that lets customers get internet technical support, during business hours and after hours. By texting our support number at [574-933-6962], you agree to receive text messages from Fourway related to your support request. Message frequency varies depending on your support requests. Message and data rates may apply; contact your wireless carrier for details about your plan. You can cancel at any time by replying STOP. You will receive one confirmation message, and then no further messages unless you text us again. Reply HELP for help, or contact support@fourway.net. Wireless carriers are not liable for delayed or undelivered messages. Your SMS information is handled according to our Privacy Policy at https://fourway.net/privacy-policy/. We do not sell or share your SMS opt-in data or personal information with third parties for marketing purposes.

Changes to These Terms. Fourway may update these terms and its policies by posting the revised version at fourway.net. Fourway will give at least 30 days' notice of price increases or other changes that materially affect customers, by email, including a notice in the customer's emailed invoice or payment receipt. Continuing service after the effective date means acceptance. Customers who do not agree may cancel under the Cancellation & Refunds terms above.

General. Services are provided "as is" without warranties of any kind, except as stated in this agreement. Fourway is not responsible for outages or delays caused by events beyond its reasonable control, including weather, power failures, or third-party network failures. The customer agrees to cover any claims, damages, or costs Fourway incurs because of the customer's violation of these terms. The customer agrees to receive invoices and notices by email at the address on file. Customers are responsible for keeping their email address on file current. This agreement, together with the policies referenced above, replaces any prior Fourway agreement for the services selected in your service agreement and is the entire agreement for those services. It does not change any separate written

agreement for other Fourway services, which remains in effect under its own terms. Fourway may transfer this agreement to a successor company. This agreement is governed by Indiana law, and any dispute will be heard in the courts of Marshall County, Indiana. If any part is found unenforceable, the rest remains in effect.

Contact Us

Fourway Computer Products, Inc (Fourway.net)
12700 4A Road, Plymouth, IN 46563
Support: support@fourway.net · Legal: legal@fourway.net · Phone: [574-277-7720 or 800-733-0062]