

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

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.