



## Terms & Conditions

**Please read the following terms & conditions carefully!**

By signing this document you agree to the following terms:

My Wave Wireless is an internet service provider that utilizes cellular LTE networks to deliver internet access to customers, with carriers determined by location and availability, or as determined by the device (eSIM router). My Wave Wireless plans are prepaid and provided with no credit check or contracts on a month to month basis.

Plans may be canceled at any time with no penalty, and the equipment is customers to keep. Service will remain active until the next billing date.

Charges: My Wave Wireless plans include a \$2.99 Administrative and Regulatory fee, which is charged monthly, in addition to the monthly data plan charge. A standard \$29.99 one time activation fee will also be charged, along with any taxes and shipping determined by the plans and equipment purchased.

The devices utilized by My Wave Wireless to provide internet service are engineered for their specified download upload speeds. However, My Wave Wireless **cannot guarantee download and upload speed** if the cellular service provider, their facilities, or the customer's service location are unable to support this connection speed. The speed customers receive depends on the proximity to a network tower, along with network congestion, how many devices are connected, and other factors beyond our control. We will try to get the correct hardware and plan that will best suit all the customers needs and situation, however, we cannot promise that service will be error free.

Data Plans and Usage: The cellular network is designed for typical usage by a typical internet user. Internet activity resulting in excessive or sustained bandwidth consumption may burden the network and such usage may be restricted. Bandwidth on the network is a limited, shared resource among My Wave Wireless customers and cellular service subscribers therefore excessive bandwidth or data usage that is deemed significantly higher than typical usage for which the networks are designed may result in service being throttled or cancelled. Excessive data usage may negatively impact the service provided to all customers and de-prioritization may be utilized in order to ensure optimal internet experience for everyone.



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My Wave Wireless reserves the right to suspend or reduce download speeds if customer exceeds purchased data limit, or it is determined that you are in violation of our Fair Use Policy.

**Bring Your Own Device (BYOD):** If a customer supplies their own device/equipment, the customer assumes the risk of service incompatibility. Incompatible service equipment shall not relieve customer from any of their obligations under this agreement while troubleshooting defective or incompatible equipment even if customers service is down during such periods of troubleshooting. Our technical support staff is not trained to, has no obligation to, and cannot assist you in troubleshooting third-party routers.

**14 Day Trial Period:** My Wave Wireless offers a 14 day trial period, during which time the customer may cancel and receive a refund of the full subscription amount and cost of equipment, less any activation fee, \$2.99 Regulatory Fee, shipping, and taxes. **The 14 Day Trial begins when the payment is taken, NOT when the equipment is received,** so we ask that the system is tested as soon as it arrives so we can help troubleshoot if necessary. If extenuating circumstances prevail, and the equipment and activation are not received in a timely fashion, we ask that you please call our support team ASAP. The number is 800-548-7067.

You **MUST CALL OUR SUPPORT CENTER** at 800-548-7067 to **CANCEL** the service. We cannot accept cancellations via email or social messaging. Upon completion of this call, customer will receive emailed confirmation of the cancellation. For security purposes, we will not cancel service unless we speak with the account owner, or we receive legal confirmation that the account owner is not able to present themselves.

Once the account is cancelled, please return the equipment with all the original parts, and the original packaging. Shipping is the responsibility of the customer.

Equipment Return:

Attn: My Wave Wireless Returns Processing

5162 E Highway 175

Kaufman, Texas 75142

800-548-7067

We will issue your refund for the cost of hardware and subscription upon receipt of items. If there are any questions regarding refunds, email [Billing@MyWaveWireless.com](mailto:Billing@MyWaveWireless.com), or call customer service



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at 800-548-7067. After the trial period, the customer is the owner of all equipment purchased.

**Customer must provide a correct email address to receive communications regarding firmware updates, SIM card replacements, or other internet related communications from My Wave Wireless. We do not sell customer information to third parties, and utilize the contact information for important service updates and information only.**

Any and all disputes, legal objections and suits will be bound to settle through Arbitration in the state of Texas.

We are here to help, so if you have issues with your equipment, need more or less data, or are having technical issues, please contact our Technical Support Team:

**Monday-Friday 7am-8pm CST**

**Saturday 8am-6pm CST**

**Sunday 10am-6pm CST**

**Billing@MyWaveWireless.com**

**HelpMe@MyWaveWireless.com**

**1-800-548-7067**

Please Sign Here:

Print Name:

Date: