

Imperial Fiber Agreement Letter

Introduction

This document, along with any amendments and our standard terms and conditions, outlines the agreement under which Imperial Fiber agrees to provide internet services to you, the customer. The order of precedence in case of any discrepancies will be: (1) Amendments, (2) Terms and Conditions, and (3) this Service Order Agreement (SOA). This Agreement becomes binding when you sign the SOA. It will end as described in the Terms and Conditions available at <https://imperialinternet.com/terms-and-conditions/>.

Changes and Modifications

Any changes to this Agreement must be made through a written Amendment signed by both an authorized individual from Imperial Resource Group and you. Unauthorized attempts to modify this Agreement are invalid.

911 Services

Subscribing to Imperial Fiber's Internet service requires acknowledgment of potential 911 limitations due to incorrect service addresses or power outages affecting the service. It's crucial to keep your service address current to ensure accurate emergency response.

Termination

To terminate this Agreement or any Service Order, you must provide 30 days' notice. Early termination may incur fees as outlined in our Terms and Conditions.

30-Day Guarantee

Our services come with a 30-day satisfaction guarantee. If you're not fully satisfied within the first 30 days of activation, you can cancel the service for a refund of service charges paid, up to a maximum of \$500. This excludes custom installation and optional service fees. Equipment must be returned in good condition.

Equipment and Installation

The initial package includes necessary equipment and standard installation. Additional equipment or custom installation services will incur separate charges.

Billing and Payment

Monthly service charges do not include maintenance, repair charges, or applicable taxes and fees, which are extra. Discounts for bundled services or promotions are subject to change.

Additional Provisions:

- Ensure to update your service address with us to maintain accurate 911 call routing.
- Understand that our fiber internet services depend on network availability and power, which can affect service reliability, including emergency calling.

By signing this Agreement, you acknowledge and accept these terms, including the limitations of 911 services. For full details, refer to our website at <https://imperialinternet.com/terms-and-conditions/>

Customer Acknowledgment:

[Space for Customer Signature]

[Date]