**Terms and Conditions of Massivemesh,LLC**

Massivemesh assumes no responsibility for the operation, maintenance, or repair of any customer owned equipment, including but not limited to routers or mesh systems.

“Customer Owned Equipment” means any customer-owned hardware that is positioned down stream from the initial internet connection.

If you experience difficulty with your connection and request a technician appointment, but we have remotely diagnosed the issue as being the Customer Owned Equipment and upon on-site diagnosis it is concluded that the issue is with customer equipment, a technician fee will be charged to you.

Please note that any fully processed payments that are later rejected in our system will incur a $25 surcharge and the payment that didn't process will be re-issued onto your account in full.

Any payments made for service will not be refunded after the 5th of the calendar month we are currently in. Refunds for equipment purchased, not rented, can only be refunded with cancellation of services in the first 60 days of initial activation.

Your payment must be received by 5:00 PM EST on the last day of the month to ensure your service continues without interruption. If you have any questions, you can reach Customer Service by calling 518-238-6810 during business hours, Monday-Friday, 9 AM-5 PM EST.

Massivemesh is a pre-paid service and we reserve the right to disconnect service/block traffic at any time for a number of reasons, including but not limited to: Non-payment, illegal activities over our connection(s), copyright infringement, excessive/unauthorized bandwidth usage, or engaging in conduct that harms the network or other customers. You will be notified in writing if disconnection needs to occur for any reason.