



ALBION VENTURES LLC ACCEPTABLE USE POLICY

Services and Your Rights

Effective Date: This Acceptable Use Policy ("Policy") is effective upon the activation of your service and governs the use of services provided by Albion Ventures LLC ("the Company," "we," "us") by you ("the Subscriber," "you"). Revisions effective as of August 11, 2025.

1. Acceptance of Terms

By activating, using, or paying for the Company's products or services ("Service"), you acknowledge that you have read, understood, and agree to be bound by the terms and conditions set forth in this Policy. You also agree to the Company's ancillary policies, which are incorporated herein by reference, including the:

- Terms of Service
- **Privacy Policy:** This AUP constitutes our Network Management Policy, governing usage to ensure network stability and performance. Our services are provided using third-party network infrastructure, and subscribers must comply with applicable network policies, including those of our network provider, which we enforce to maintain service quality. If you do not agree to all the terms contained within this Policy and the associated policies, you must not use the Service and should contact the Company immediately to cancel.

2. Term and Termination

2.1. Commencement of Service: This Policy is effective upon the activation of your Service and shall continue on a monthly basis until terminated by either party as described herein.

2.2. Subscriber's Right to Terminate: The Subscriber reserves the right to terminate this Policy at any time. To initiate the cancellation of your account, you must contact Albion Ventures directly by telephone at 844-840-SAVE (7283) during normal business hours (Monday through Friday, 8:00 AM to 5:00 PM EST) and speak to a Customer Care Specialist. Account termination requests will not be considered valid if submitted via email, support ticket, postal mail, or any other method.

2.3. Service Plan Modifications: The Subscriber may request to upgrade or downgrade their service plan by calling 844-840-SAVE (7283).



2.4. Company's Right to Terminate: The Company reserves the right to terminate this Policy and your account at its sole discretion, without notice. In the event of such a termination for convenience, the Company will provide a prorated refund for any prepaid fees corresponding to the remainder of the billing cycle. However, no refund shall be issued for a termination arising from conduct that the Company, in its sole discretion, determines to be a violation of this Policy, a violation of any applicable law, fraudulent, a misuse of the Service, or harmful to the interests of the Company or another user.

3. Company-Provided Equipment

3.1. Return of Equipment: Upon termination or closure of the account, all equipment provided by the Company must be returned within thirty (30) days, unless otherwise specified in writing. For indoor modem returns, the Company will provide a prepaid shipping label. For exterior equipment, the Company will schedule a technician visit to retrieve the equipment.

3.2. Fees for Unreturned or Damaged Equipment: The Subscriber's account will be charged a fee for any equipment that is not returned to the Company within the specified timeframe. This fee also applies to any equipment that is lost, stolen, or returned with damage exceeding normal wear and tear.

4. Payments and Billing

4.1. Automatic Payments: Service payments are automatically deducted on a recurring monthly basis from the payment card on file. It is the Subscriber's sole responsibility to maintain a valid payment method and update card information as necessary to ensure the account remains in good standing.

4.2. 24-Month Term Plan and EaaS Charge: The Company offers an optional 24-month Term Plan. Subscribers who commit to this 24-month term will not be assessed an Equipment as a Service (EaaS) charge. Subscribers who do not subscribe to the 24-month Term Plan shall be subject to the standard EaaS charge associated with the Company-provided Cellular Router.

4.3. Delinquent Accounts: Any account with a balance more than fifteen (15) days past due will be subject to suspension. Suspension of service may result in the loss of any contracted or promotional pricing. A reinstatement fee may be required to restore service. If the account is not brought to an active status after disconnection for non-payment, it will be terminated, and the appropriate termination fees will be charged.

5. Revisions and Amendments



The Company reserves the right to revise, amend, or modify this Policy and its associated policies at any time. The Company will provide a minimum of thirty (30) days' notice of any material change. Notice of any such revisions will be posted on the Company's official website and/or delivered to the email address associated with your account. Such changes will become effective on the date specified in the notice. Your continued use of the Service after the effective date of any modification constitutes your binding acceptance of the revised terms. If you do not agree to the changes, your sole remedy is to terminate this Policy by contacting our office at 844-840-SAVE (7283).

Acceptable Use Policy (Attachment 1)

This policy is designed to protect the Service, customers, and the Internet community. Service may be denied or terminated for:

- Obscene, indecent, pornographic, or hateful content.
- Legally actionable or objectionable activities. Prohibited uses include:
- Illegal activities.
- Posting or transmitting obscene, hateful, or legally actionable content.
- Hacking, spamming, or denial-of-service attacks. This includes but is not limited to "spoofing" IP addresses, "flaming" other users, using "cancel-bots," or disrupting the normal flow of online dialogue.
- Introducing viruses or harmful code.
- Off-topic newsgroup posts.
- Defamatory, fraudulent, or deceptive communications.
- Intellectual property violations.
- Excessive traffic or Service disruption. Excessive traffic includes usage significantly exceeding typical residential patterns or impacting network performance, as determined by us or our network provider. This includes, but is not limited to, activities that impair network operation or capacity, such as running servers or automated traffic generation not expressly permitted.
- Harassment, threats, or impersonation.
- Unauthorized automated traffic generation.
- Export law violations. **Copyright Infringement:** Service may be terminated for repeat infringers under the Digital Millennium Copyright Act (DMCA). Notify Albion Ventures of violations. Albion Ventures reserves the right to terminate service to any subscriber who is deemed a repeat infringer in its sole judgment. Appropriate circumstances for termination may include, but are not limited to, (i) a subscriber being found by a court to have infringed on two or more occasions; (ii) a subscriber settling a claim of infringement and subsequently engaging in infringing activity; or (iii) other cases of flagrant or willful abuse of intellectual property rights. You must comply with all applicable laws, obtain permissions for protected content, and notify Albion Ventures of unauthorized use at security@albionventures.com. Albion Ventures may cooperate with legal authorities, including providing user data or monitoring networks.

