

Terms and Conditions:

Effective Date: 2026/09/22

Applies To: All users of PimComm's internet services

Fees:

- Prices are subject to annual increases as deemed necessary.
- Services will start being billed on the first day of service installation, and the first business day of each billing cycle, you will be charged 1 month in advanced for all delivered services. Depending on the time of install, your first bill may be a higher cost then expected.
- PimComm may charge additional service fees, if it deems that the customer is at direct fault for any service-related calls and may charge for the cost of replacement equipment if the customer has damaged the equipment or infrastructure. Repeated, at-fault service calls during the same 365 day interval may be charged out at increasing rates.
- Additional fees may be charged for time and materials cost while troubleshooting and repairing problems on behalf of any business or commercial customers (residential is exempt from this benefit), this includes time spent working with third-parties or support personnel on behalf of the business customer.

Credits:

- We understand that any issues with my service, should be communicated in writing to PimComm within the billing period that it affects, otherwise we will be ineligible for any service credits.
- We understand that PimComm has certain criteria that it will follow in determining service credit eligibility, and that PimComm has the final say in determining credit eligibility.
- PimComm will not provide credits for unused services, power outages, maintenance periods or emergency situations.

Equipment Rental:

- Upon service disconnection, I agree to return all the equipment promptly (within 7 business days) to PimComm. Upon receipt of the equipment: services will be disconnected prior to the start of the following billing cycle. If I cannot deliver the equipment, I will be charged for the cost of equipment on my final invoice.
- We will practice standard duty of care while in possession of any PimComm equipment, we will not modify, damage, drill holes, manipulate, or tamper with the hardware or infrastructure in anyway without former written consent from PimComm.

Access:

- We agree to allow PimComm representative access to my property for the duration of the service and agree that they may need access to my property periodically to locate buried infrastructure or to replace or remove hardware.