

WiCarolina Communications, LLC Signal Coverage Policy

This Signal Coverage Policy applies to a New Customer that subscribes to WiCarolina's authorized fixed wireless broadband service ("Service"). As used herein, New Customer is defined as a Customer who has not subscribed to a WiCarolina Service during the one (1) year period immediately prior to subscribing to new WiCarolina Service offered. Pursuant to this program, a New Customer is allowed to cancel its new Service, without incurring contractual early termination charges, within thirty (30) calendar days of the Service activation date if WiCarolina is unable to provide sufficient signal coverage (as verified by WiCarolina) at the New Customer's primary location of service that ensures satisfactory internet access, with typical downlink speeds that may burst up to the maximum speeds advertised for the WiCarolina package subscribed, when used in accordance with WiCarolina's Acceptable Use Policy.

In order to be eligible to participate in this program, New Customer must, no later than thirty (30) calendar days from the date of New Customer's Service activation (1) notify WiCarolina in writing of New Customer's desire to terminate its Service, and (2) return any WiCarolina equipment to an authorized WiCarolina employee in good working order. Upon WiCarolina's receipt of New Customer's timely written notice and return of the equipment, WiCarolina, in conjunction with the termination of New Customer's Service, will waive any applicable contract early termination charges and waive or refund, some or all (at its sole discretion) of New Customer's activation fees, equipment charges or monthly service charges incurred prior to the date of Service termination. For specific details regarding WiCarolina's Signal Coverage Policy contact support@wicarolina.com.