



Hunter Residential Terms of Service

Services and offers provided by Hunter Communications (“Hunter”) to the customer (“Customer”) are not available in all locations. Hunter may change, cancel, or substitute offers and services, or vary them by service area at its sole discretion without notice. All products and services listed are subject to terms, conditions and guidelines set forth in the following locations: [Policies & Agreements](#)¹ and [Backup Power for Home Services](#)².

Price For Life Offers

Available to new qualifying, residential customers. Hunter may extend offers to current Hunter residential customers who qualify. Contact Hunter for details. Limited time offer. Month to month (“no contract”) service means no term commitment and services may be cancelled at any time without an early termination fee. Customer must accept service agreement prior to using service (see above noted guidelines). Plan cannot be combined with other promotions. Customer must remain in good standing and offer terminates if customer changes their account in any manner, including change of address (even if plan is available), change to service, and service suspension (vacation/freeze) or disconnection. Offer valid for select markets and Hunter residential Internet services only. Other than promotional rates, plans with monthly rates that don’t change, and monthly rates offered with a term commitment, your monthly rates for services, leased equipment, fees, or surcharges are not guaranteed and may increase during the time of your service. Additional restrictions may apply. All products and services listed are governed by applicable regulations, terms of service, or terms and conditions as noted in the above referenced guidelines.

Service Levels: All service speeds may not be available in Customer’s area. Customer speed experiences will vary, particularly when accessing the Internet wirelessly from various devices. Download speeds shall be measured via a wired connection, however Internet speeds are not guaranteed due to conditions outside of network control, including customer location, devices, equipment, and access through a wired or wireless connection; see above referenced guidelines for more information. Not all service levels are offered everywhere. Services are intended for residential use. If Hunter deems, in its sole discretion, that Customer’s use of service is commercial in nature, Hunter reserves the right to terminate service or replace service with a commercial service offering (traditional Service Order required).

Installation: Hunter provided modem may be required for Internet; equipment lease fees, if applicable, are subject to increase, even with Price For Life offers. Self-installation, if available at customer’s location, may be selected. Installation fee may apply, if selected by customer or is required due to network technology at customer’s location. If installation requires non-standard activity, additional installation fee may apply.

Service Cost and Prepayment: Listed rates require new Internet subscription and paperless billing. Additional taxes, fees, and surcharges apply. Credit check, deposit or prepayment with a credit or debit card may be required. If paperless billing is cancelled the then-current standard rate will apply. If offer requires monthly prepayment, service will begin on the date your order is completed and full payment is processed through your choice of debit card, credit card, or other prepay service available with your subscription. Each month following, a recurring electronic transaction for your service will be processed as service automatically renews monthly until cancelled by customer.

Voice Services: Hunter Voice (“telephone”) services may be available in your area for additional charges. Please contact your Hunter sales representative for details on pricing, the availability of potential bundle discount offers, and associated terms and conditions. Additional restrictions may apply.

WiFi: If your service includes Hunter provided WiFi, it should begin working upon service installation and activation. Altering equipment settings may disable WiFi, as will Internet connection issues. If you are unsure whether WiFi is working, contact us. Restrictions apply. Sharing of services with other parties via WiFi is prohibited, as noted in the above referenced guidelines. See “Service Levels” above for limitations over WiFi.

Additional Hunter Services: Additional Hunter services may be available in your area (e.g. Internet Security services or IT Support Services) for additional charges. Please contact your Hunter sales representative for details on pricing, terms and conditions. Additional restrictions may apply.

¹ https://hunterathome.com/wp-content/uploads/2019/07/Battery_Backup_Disclaimer.pdf

² <https://hunterfiber.com/policies-agreements/>

Streaming Third Party Content with Hunter Internet: Hunter is not affiliated with any streaming service provider; third-party streaming service fees, charges, terms and conditions will apply. To view streaming services, additional third-party equipment may be required. The streaming content accessible to individual subscribers depends on the selected third-party packages and/or channels, device, location, and how they are accessing the content.

Television/Video Partnerships: Hunter may have partnerships with third party traditional television/video providers, and their service commitments, contracts, package details, pricing, equipment fees and internet speed requirements will apply. A third party television service provider's content accessible to individual subscribers depends on the selected packages and/or channels, device, location, and how they are accessing the content. To view any television/video content, additional third-party equipment may be required.

Service Cancellation: Please cancel services by emailed request to msalvestrin@hunterfiber.com. When cancelling service on any day other than the last day of your billing cycle, all monthly rates, fees, and taxes, will apply in full and payments received for unused service will not be refunded or credited to account.