Hunter Communications
Residential Terms of Service
Eff. 11.1.26

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 and Backup Power for Home Services.

Month-to-Month Offers: Special offer, promotional and other service offer pricing, terms and conditions may vary. Please refer to details and disclaimers for your specific service or pricing, and/or contact Hunter Communications for additional details. Month to month ("no contract") service means no term commitment and services may be cancelled at any time without an early termination fee. Customers must accept service agreements prior to using the service (see above noted guidelines). Customers must remain in good standing and offer terminates if the 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 modems may be required for Internet; equipment lease fees, if applicable, are subject to increase, even with promotional offers. Self-installation, if available at customer's location, may be selected. A $100 Network Access Fee applies to service that requires microtrenching. Installation fees may apply, based on service installation requirements and/or Customer requested installation specifications. Free Basic Installation promotional offers may be available in some areas, subject to the following requirements:

Free Basic Installation Requirements: Free Basic Installation, if applicable, requires Customer to maintain a minimum of 6 months of continuous service in good standing. In the event Customer cancels service or causes service to be canceled for cause (e.g., non-pay or violation of acceptable use of service) prior to completion of this 6-month service period, Customer will be required to pay an installation fee of $200. Customer shall at its expense undertake all necessary preparations required to comply with Hunter's installation and maintenance instructions. Such preparations include obtaining all necessary consents and approval in connection with the installation and use of Hunter facilities and/or equipment in the premise, including, without limitation, approval from any landlord or any third-party having a management and/or ownership interest in the property that the customer location is a part of and consents for necessary alterations to the building if required. Customer shall indemnify, defend, and hold Hunter harmless from and against all losses, liabilities, judgements, costs and expenses which Hunter may suffer by reason of any claim asserted by any person in connection with any misrepresentation of the foregoing. Customer will provide Hunter with access to all existing conduits or routes to be used for the installation of services. By accepting service Customer expressly provides Hunter with permission to use any available conduits or routes to provide service. Customer will provide Hunter with reasonable access to the Customer premises where any Hunter facilities or equipment is installed. Hunter is not responsible for service issues resulting from an inability to access installed Hunter facilities or equipment at Customer location.

Fiber-Optic Free Basic Installation: Includes running an aerial fiber line, not to exceed one span (from the power pole in the right-of-way to the power pole on your property), or 50 feet underground on private property. This requires direct access to the mainline pole and your home, without being obstructed by trees, shrubs, tributaries, and/or man-made structures. The fiber line will be run into your home directly through a single outside wall and to the modem which must be placed within 10 feet of the penetration. If the line must be run throughout the house, basement, attic, or through interior walls, or if the outdoor line is obstructed, extra installation fees will apply. Hunter reserves the right to charge labor costs if the Basic Installation Requirements are not met.

Fixed Wireless Free Basic Installation: Includes installing one dish antenna to the roof of your home, which connects to a server room or router through cabling. More complex installations may incur additional charges. If the line(s) must be run throughout the house, basement, attic, or through interior walls, extra installation fees apply. Hunter reserves the right to charge labor costs if the Basic Installation Requirements are not met.

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 canceled the then-current standard rate will apply. Promotional offers require automatic monthly prepayment for services; service will begin on the date your order is completed, and full payment is processed through your choice of debit card, credit card, checking account 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 canceled by Customer or by Hunter for cause (e.g., non-pay or violation of acceptable use of service). Cancellation by Hunter for cause may result in additional charges.

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.

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

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.

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: If a customer cancels service, the bill will not be prorated in the final month of payment.

Gift Card Offer: Service is subject to availability. Offer exclusive for new residential fiber customers in Amity, OR only that have service installed between 11/1/2026 and 12/31/2026. New residential fiber customers who are active in good standing after 90 days are eligible for a $300 Gift card. Gift cards will be processed and distributed via email and USPS. Offer valid until 12/31/2026.