



## 4G Terms and Conditions

### **Introduction:**

The following paragraphs outline some important changes to our new 4G wireless product description and pricing policies. Please read and fully understand these to ensure you select the product that best fits your specific needs. In the following paragraphs “Nemont” or “we”, “us” or “our” refer to Nemont Telephone. “You” or “your” refers to the person or entity that is the Nemont customer of record.

### **The One Plan Service Description**

Our new 4G service is called “The One Plan”. We wanted to deliver the best possible 4G voice and data service while offering an affordable, simple service option to our customers. With The One Plan, you don’t sign a long term service contract. The One Plan represents a great improvement over our current 3G service by offering several benefits to our customers including blazing fast mobile data, excellent regional and national coverage and expanded Canadian voice and mobile data coverage. Here are some key advantages included in The One Plan:

- The One Plan is Simple. Unlimited voice, text and 5GB data Nationwide!
- New, lower monthly price - \$55.00.
- Add a Second Line for \$20.00 – LIMITED TIME ONLY: 5 GB are included per line to share.
- Mobile Data is shared between lines on the same account.
- No Service Contract.
- Blazing fast Nationwide Mobile Data.
- Unlimited International calling from our home network to Canada.
  - Voice and Data service while roaming in Canada.
- Excellent nationwide coverage powered by our national roaming partners.



## Your Mobile Device

We offer several device options to enhance your 4G service experience including a wide selection of devices available for purchase within our retail location as well as the option to bring your own compatible device.

### Device Purchase Options

A wide selection of mobile devices is available for purchase in our retail locations. These devices have been thoroughly tested and certified by our Engineers to operate well with our network. After you select the best mobile device for your needs, there are three (3) available device purchase options you may select to best fit your service needs or your particular financial situation:

#### Option 1: Retail Purchase

Outright retail purchase of your mobile device is an attractive alternative to other methods. Outright purchase puts you in control of the device you choose to use for your 4G service and offers a certain amount of flexibility to you, the customer.

##### *How this works:*

After selecting the best 4G device from our retail inventory, you simply pay for the device in full and begin enjoying your service. This option offers many benefits:

- You own the unlocked device.
- No service contract required.

#### Option 2: Device Installment Plan

We are now offering an installment payment plan as an alternative device purchase option for qualified customers. The Installment Plan simply breaks up the retail price of your device into 24 equal monthly installment payments which will be automatically added to your bill. The Installment Plan does not require a wireless service agreement, but does require a standard 24 month Device Installment plan and a quick and easy credit check. Here are some additional features of the Device Installment Plan:

##### *How it works:*

- The price of your device is divided equally into 24 payments which are included in your monthly wireless bill. For example:
- Phone Price of \$600 ÷ 24 monthly installments = \$25.00 per month



- Quick and easy credit check is required.
- A small down payment may be required.
- No monthly service contract is required.
- Device can be unlocked after term fulfillment.
- Terminating your service before the end of your 24 month installment plan will require a prorated installment plan payback. For example:
  - 24 month Installment Plan costs \$25.00 / month.
  - After 20 of the 24 months, customer terminates service leaving 4 months of the Device Installment Plan remaining.
  - The prorated installment plan payback would be calculated at \$25.00 x 4 months or \$100.00 installment buyout.
- Device Protection Plan is available for an additional \$6.00 / month to protect your device from accidental damage or failure after the warranty period ends.
- Rescue fees may apply to replace a device under a Device Protection Plan subscription. Currently Rescue Fees vary by phone model from \$50.00 - \$150.00.

### **Option 3: Bring Your Own Device (BYOD)**

The third device purchase choice is “Bring Your Own Device.” This option allows you to purchase your favorite unlocked device from any retailer you choose. We will provision your service on one of our SIMs that will be inserted into your phone to activate your 4G service. This new option opens up a world of new devices for you to choose. Each device must be compatible with our network and comply with all applicable laws and FCC rules.

#### ***Device Compatibility Requirements***

UMTS Bands: 1900MHz Band 2 and 850MHz Band 5

LTE Bands: 700MHz Band 12 and Band 17

3G Voice: UMTS

Device must be Unlocked

#### ***How it works:***

- Purchase any compatible device you choose from any retailer.
- Choose one of our data plans to meet your needs. We will activate your 4G service using a SIM chip that you can pick up at your nearest retail location or shipped to your home.
- Insert our SIM into your phone and that’s it!
- You own the unlocked device.
- No service contract required.



## **Special Notices & Disclosures:**

### **Device Installment Plan Disclosures**

Nemont reserves ownership of the devices sold under Device Installment Plans until all terms of the Installment Plan are fulfilled including the balance of all monthly installment payments. After the terms of the Installment Plan have been fulfilled by the customer, the phone will be fully owned by the customer.

### **International Calling**

The 1 Plan offers unlimited international calling from our home network to Canada. If you are traveling outside our home area and roaming on another carrier, international calling will not be supported, except to Canada.

Puerto Rico, Virgin Islands, and the Dominican Republic are also supported as part of our International calling.

### **Service Conditions**

No service contract. Billing and end user address must be in the Nemont cellular service area. Nemont has the right to terminate or suspend service for excessive off-network use. Services are billed in advance and therefore you may be billed a prorated portion of your monthly access charge in addition to one full month of service on your first bill. Your first bill may include an activation fee. Five devices maximum per plan. Mobile data is shared by all devices on the same plan. Mobile data session usage is rounded to the nearest whole kilobyte. Mobile data usage will be aggregated each month, rounded up to the next megabyte or gigabyte, and billed at the rate determined by the rate plan selected. One megabyte is equal to 1024 kilobytes; one gigabyte is equal to 1024 megabytes.

Service is unavailable when your cellular phone is out of range of a Nemont site or a site of another carrier with whom Nemont has a roaming agreement. There are areas with no cellular service. Weather, topography, buildings, your cellular phone, network traffic and other conditions out of our control may cause dropped calls or other problems. Your phone's roaming indicator will show when you are off the Nemont home network. Mobile data session usage is rounded to the nearest whole kilobyte. Mobile data usage will be aggregated each month, rounded up to the next megabyte or gigabyte, and billed at the rate determined by the rate plan selected. One megabyte is equal to 1024 kilobytes; one gigabyte is equal to 1024 megabytes.

Customer Service can be reached by dialing \*611 while using a Nemont cellular tower. Nemont does not guarantee security. Nemont is not responsible for any damages caused by content sent or received on its network. Nemont is not a publisher of third-party



information or content and is not responsible for any opinions, advice, statements or other information, services or goods provided by third parties. Some restrictions apply.

### **Canadian Calling**

Unlimited Calling to Canada from the United States is included at no charge. Canadian origination is included at 100 minutes of talk and 500 MB of data and texting. Canadian additional usage rates are \$0.10 per minute and \$15 per 500 MB rounding to the next MB.

### **Device Protection**

A Device Protection Plan is available for an additional \$6.00 per month to protect your device from accidental damage or failure after the warranty period ends. Rescue fees may apply to replace a device under a Device Protection Plan subscription. Some devices have other programs available. See store for details. Bring Your Own Devices do not qualify.

### **Nemont Device Policy**

Nemont reserves ownership of the device until the balance of the installment plan has been fulfilled. Nemont reserves the right to disable the device in the event of non-payment.