VALLEY FIBER | Business

Valley Fiber Managed Business Wi-Fi Terms and Conditions

1. Introduction

These terms and conditions govern the provision of managed business Wi-Fi service ('Service') provided by Valley Fiber, a telecommunications provider. The Service is powered by eero for business, offering robust connectivity solutions for businesses of all sizes.

2. Equipment

The Service requires the use of specific equipment, including PoE 6 or Pro 6E, Outdoor 7, and PoE Gateway devices ('Equipment'). The Equipment remains the property of Valley Fiber unless explicitly purchased by the customer.

3. Liability and Firewall

Valley Fiber is not liable for any direct, indirect, incidental, or consequential damages caused by the use of the Service, except to the extent such liability cannot be legally excluded. Our Service includes a firewall component powered by eero for business, designed to protect against unauthorized access. However, Valley Fiber does not guarantee that the firewall will be error-free or that the Service will be uninterrupted.

4. Features and Software Updates

Some features of the Service may require the linking of a third-party account, such as an Amazon account, and the downloading of third-party applications, such as the Alexa application. The use of all advertised features may necessitate a software update. Availability and performance of features are subject to the compatibility of devices and internet connection speeds.

5. Equipment Compatibility

Combining newer generation eero devices with older generation devices on the same network may result in reduced performance. For optimal performance, it is recommended to use the same generation of eero devices across your network. Note that eero is not your internet service provider and does not control the internet speeds delivered by Valley Fiber.

6. Fees for Non-Returned or Damaged Equipment

Upon termination of the Service or contract, or in the event of damage to the Equipment, the following fees will apply for non-returned or damaged items:
- PoE 6 or Pro 6E: $300
- Outdoor 7: $500
- PoE Gateway: $1000

7. Early Termination

Customers wishing to terminate the Service before the end of the contract term will incur a fee equal to 50% of the remaining balance of the contract. Partial termination, such as the removal of one access point (AP), will also result in a fee equal to 50% of the cost associated with that AP.

8. Adding Access Points

Customers may choose to add additional APs during the contract term with the following options:
- Option 1: Renew the entire contract and pay a $50 installation fee per AP.
- Option 2: Pay a $200 installation fee for the first additional AP and $50 for each subsequent AP.

9. Hibernation

A hibernation option is available for $5 per month per AP. During hibernation, the Service is suspended, and the contract term is extended by the duration of the hibernation period.

10. Governing Law

These terms and conditions shall be governed by and construed in accordance with the laws of the jurisdiction in which Valley Fiber operates.

11. Agreement

By using the Service, customers agree to be bound by these terms and conditions. If you do not accept these terms, you should not use the Service.

Valley Fiber
965 MB-14
Winkler, MB

Contact
1 800-958-5698