
Epicoptimus Terms of Service Agreement

Our EPICOPTIMUS service offers a quality wireless router that delivers WIFI to devices in your home. With this service, EPICTOUCH technicians will have remote router and EPICOPTIMUS app visibility to offer remote support for common router challenges and app use.

Customer will be billed the monthly recurring charge per router and access point(s). The term will automatically renew each month unless the router is returned to EPICTOUCH. Setup includes, installation of dual band 2.4/5.0 GHz router, and assistance in connecting devices. If additional access points(APs) are needed and chosen to be added, additional charges may apply.

Regarding this service, Customer agrees:

1. To use the equipment only for the purpose of managed WIFI service for your EPICTOUCH broadband service account.
2. The router/APs cannot be used with any other broadband or internet service provider or for any other purpose.
3. To keep the WIFI password secure and only available for use within the immediate household that is subscribing to both EPICTOUCH broadband and Managed Router service.
4. To prevent all unauthorized connections or use of the Manager Router.
5. To prevent tampering, altering, resetting, or repairing the equipment by any person other than agents of EPICTOUCH.
6. To assume complete responsibility for loss of such equipment regardless of cause.
7. To authorize agents of EPICTOUCH to remotely access and manage router and APs
8. To grant to EPICTOUCH royalty-free, non-exclusive, right and license to use, copy, display, perform, store, distribute and modify subscriber Data as necessary to perform the Service. "Data" means all electronic data and information submitted by you for set up and provisioning of the Service, and information created, generated, or collected by EPICTOUCH and its agents in the furtherance of this Agreement and the security, performance and enhancement of the Service.
9. To authorize agents of EPICTOUCH to remotely access and manage router and any EPICOPTIMUS applications at customers' request. Remote service offered during normal business hours. After hours, weekends and holiday support may not be available.
10. To grant reasonable access to agents of EPICTOUCH to service, replace, and retrieve said equipment
11. To return the equipment in good condition within 10 days of canceling broadband internet service with EPICTOUCH. In the event the equipment is not returned to EPICTOUCH in good condition, customer agrees to pay "Unreturned Equipment Fee" of up to \$300.00 for the wireless router, and up to \$90 for each access point.
12. The return location is: EPICTOUCH, 451 Morton, Elkhart, KS 67950 or EPICTOUCH 5909 HWY 1 Bypass Natchitoches, LA 71457
13. that this agreement is subject to change and can request a updated copy from EPICTOUCH during normal business hours