



LOUISIANA WIRELESS HOTSPOT CUSTOMER AGREEMENT

By signing this agreement I understand the following terms:

- You CANNOT put your sim card in any other device. If you do it will suspend the line and you will need a new sim card for \$5.
- **NEVER FACTORY RESET THE DEVICE!**
- In the event you reach your plans data cap you can pay your monthly plan rate to start a new 30 day period of service. The monthly billing date will change to 30 days from that day. Payment must be made before we can restart service and you will need to come in and get a new device (no charge for device if you renew the same plan.)
- Service can only be restarted on a suspended plan during our normal business hours. **We CANNOT restart a suspended plan on nights or weekends.**
- If payment is over 3 days past due you will be required to pay a re-connect fee of \$20 and you will need to come to the store and purchase a new sim card for \$5. No exceptions as the carrier will require a new sim.
- **We are a retailer of this plan and we cannot control any plan changes by the carrier in the future. They reserve the right to change the amount of data allowed on these plans as well as the price of the plan at any time. This is a month to month service and they also reserve the right to cancel the plan at any time.**

I understand and agree to the above terms of this plan and have received a copy:

Printed Name

Signature

Date

Cell Number

Email Address

Full Mailing Address