

## **Airnet Internet Service Cancellation and Refund Policy**

1. Under the [Terms and Conditions](#) of use for the Airnet Internet Service which you agreed to when you registered for your Airnet user account, cancellation is not allowed during the period of internet access you have paid for.
2. Internet Access is purchased for a period of 1 day to 12 months.
3. The period begins as soon as you have successfully completed payment of the required fee and runs for the duration of the access period you have purchased.
4. During the access period you are entitled to unlimited internet access via a wired or wireless connection.
5. The service allows you to authorise a single device as identified by its Media Access Control address (MAC address)
6. While you use the service we record usage data on your connection which we need to manage our resources and helps us diagnose faults.
7. If you are unable to access the service you should contact us via our online supporting ticketing system or by phone at 028 4064-8121 (9am – 5pm Mon-Fri).
8. If we determine the reason you cannot connect to our service is due to a fault or incompatibility with your equipment, and that you have not been able to connect since paying for the service, we will offer a full refund of the payment, or a credit to be used to book access at a later date.
9. If however you have started using the service after paying, and you are unable to use it due to a fault or incompatibility with your equipment, we will only offer a refund or credit for any full months that have not yet been used yet.
10. Occasionally the service may be unavailable due to conditions beyond our control such as power failures, phone line problems and or equipment faults or failures. In such circumstance we will update our “Service Status” line with the current problem and estimated resolution date and/or time.
11. Any request for refund must be made during the Internet Access period and will not be considered if requested after the end of the access period.