

# Our Commitment To Our Customers

ETS Telco team members are motivated to resolve issues quickly, minimize downtime, and keep ETS Networks operational. We are committed to communicating scheduled maintenance or unplanned outage updates. We value you as our trusted customer and want your experience using our service to be enjoyable. If for any reason you're not satisfied, we offer a [30-Day Money-Back Guarantee\\*](#) for our Internet services.

## Support Response

Residential and Business Acknowledgement

7 Days / Week • 8am – 10pm • Within 1 Hour

## Support Services

Residential Remote Support or On-Site Visits

7 Days / Week • 8am – 6pm • Within 24 to 48 Hour Support Window

Business Remote Support or On-Site Visits

7 Days / Week • 8am – 10pm • Within 4 Hours

### \* 30-Day Money-Back Guarantee

Within the first 30 days of service from the activation date, the customer may request to cancel and receive a refund of the installation and service fee. ETS will disconnect service, retrieve all ETS-provided equipment at no charge, and process the refund. After the initial 30 days of service from the activation date, the customer may request to cancel and receive a refund for the past 30 days of service. ETS will then disconnect service, retrieve all ETS-provided equipment at no charge, and process the refund for the previous 30 days of service.