



Yelapa, Jalisco, Mexico - November 11, 2019.

Dear users;

We are happy to greet you and inform you that we will continue to offer the Yelapa Wifi service thanks to our members of the team and will continue supporting to bring good Internet service to the community of Yelapa and our visitors from abroad. With your support and understanding we hope to continue providing quality and good service.

We will be sending you information shortly on how to do payments via deposit, PayPal or cash. In the meantime, we are including our terms of service which we have recently implemented.

Please don't hesitate to contact us with your comments or questions.

Sincerely,

**Jesús Aarón Murguía Sánchez** - Network Technician  
**Erik R. Garcia Martinez** - General Manager  
**Thierry Douet** - Network Engineer

#### **YELAPA WIFI INTERNET SERVICE - TERMS OF USE**

1. The user must cover the amount indicated in their respective subscription as a MONTHLY FEE for network maintenance at the START of the subscription for the upcoming month of use. In case of delay in such payment, the service will be suspended no later than 3 days past the due date. An extra fee for reconnection will then need to be paid.
2. The services provided by YELAPA WIFI for adapting infrastructure, installation and other computational features, as well as the cost of materials and labor, will have an extra cost separate from the monthly fee.
3. The user may terminate the service at any time by notifying us in writing, by telephone or by email, at least fifteen days prior to the end of their current period.
4. YELAPA WIFI does not have any control over the content of the information that the user exchanges via their devices through the Internet network.
5. YELAPA WIFI will not assume any responsibility in the following cases:

- a) Damage to the equipment installed to provide Internet service due to misuse or negligence on the part of the user, natural disasters, inappropriate electrical installations, and/or lack of adequate equipment protection (no circuit breaks, UPS, water and humidity protection, etc).
  - b) If one, several, or all the suppliers of equipment, lines, services or information that YELAPA WIFI depends upon to provide the service temporarily or permanently suspend, in whole or in part, such equipment, lines, services or information.
  - c) The decrease in speed due to applications that use too much bandwidth, obstacles that affect the reception of the WIFI signal between the router and wireless devices, or the excess of users connected to the router.
6. YELAPA WIFI will solve failures 48 to 72 hours after your report, in the event that the failure is on our side.

Please report any failures to [support@yelapawifi.com](mailto:support@yelapawifi.com)  
or by joining our WhatsApp group <https://chat.whatsapp.com/Ejqcc3qLQia12F3lyvSj8A>  
and Facebook <https://www.facebook.com/groups/yelapawifi/>