

DEVICE POLICY

REALWIRE EXPRESS NETWORK PVT. LTD.

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1. Purpose

This Device Policy outlines the responsibilities of customers regarding ONT, Router, Wi-Fi Devices, and other Customer Premises Equipment (CPE) used for Realwire Internet Services.

2. Warranty Policy

1. All hardware devices supplied by Realwire, including ONTs, Routers, Wi-Fi Access Points, and related equipment, are covered only under the warranty terms and conditions provided by the respective hardware manufacturer/vendor.
2. Warranty period, warranty coverage, repair, replacement, and service eligibility shall be governed solely by the manufacturer's warranty policy.
3. Physical damage, water damage, power surge damage, lightning damage, misuse, unauthorized modification, or tampering are not covered under warranty.
4. Replacement of defective equipment shall be subject to vendor inspection and approval.
5. Realwire shall facilitate warranty claims where applicable but does not guarantee replacement beyond the manufacturer's warranty terms.

3. Customer Responsibility for Wi-Fi Security

1. Customers are solely responsible for securing their Wi-Fi network and wireless devices.
2. Customers must create and maintain a strong Wi-Fi password and periodically update it for security purposes.
3. Realwire shall not be responsible for unauthorized access, misuse, data theft, bandwidth abuse, cyber incidents, or illegal activities resulting from weak, shared, or compromised Wi-Fi passwords.
4. Customers should not share Wi-Fi credentials with unauthorized persons.
5. Customers are advised to use WPA2/WPA3 security standards and disable default passwords immediately after installation.

4. Device Maintenance

1. Customers shall ensure proper power supply, ventilation, and protection of installed devices.
2. Devices should not be relocated, modified, opened, or repaired by unauthorized personnel.

3. Any service interruption caused by customer-side equipment, internal wiring, power issues, or third-party devices shall be the responsibility of the customer.

5. Limitation of Liability

Realwire Express Network Pvt. Ltd. shall not be liable for any loss of data, network compromise, unauthorized Wi-Fi access, business interruption, or damages arising from customer negligence, improper device handling, or security misconfiguration.

6. Acceptance

By using Realwire Internet Services, the customer acknowledges and agrees to comply with this Device Policy.