

Internet Service Provider (ISP) Downgrade Policy

Downgrade Guidelines After Speed Increase

Dear Valued Customers,

Thank you for being a valued part of our ISP family. We are committed to continuously enhancing your internet experience by upgrading our infrastructure and providing faster speeds whenever possible, without increasing your monthly cost. However, we understand that some customers may wish to downgrade their service plan after receiving a speed upgrade. To maintain fairness and ensure clarity, we've created the following Downgrade Guidelines:

1. **Speed Downgrades:** If you wish to downgrade your service plan after a speed increase, please note that your new speed will be aligned with the original speeds available at the time of your installation. This means that, while downgrades are allowed, the speed associated with the new plan will reflect the speed tiers from when you first signed up, not the upgraded speeds. This ensures that our service plans remain consistent and fair for all customers.
2. **Equipment Upgrades:** While speed increases are free of charge, some may require new or updated equipment. If that's the case, we'll always let you know in advance. Any equipment charges will be communicated clearly, but rest assured, your monthly service fee will not increase unless you upgrade to a higher-tier plan.
3. **Fair and Consistent Service:** These guidelines are designed to ensure that all our customers receive the service they expect at the price they are paying. We remain committed to offering the best possible speeds and service for all our valued customers.

We hope this helps clarify our policy, and we appreciate your understanding. If you have any questions or wish to discuss your service options, please don't hesitate to reach out to our customer support team.

Thank you for trusting us with your internet service!

-The Dalko Team