



WestNGN Broadband – Terms and Conditions

Effective Date: July 14, 2026

Provider: Land of Sky Regional Council (“LOSRC”) in partnership with Mission Telecom

1. Acceptance of Terms

By purchasing, activating, or using WestNGN Broadband (the “Service”), you agree to comply with these Terms and Conditions (“Terms”). These Terms form a binding agreement between you (“Customer”) and LOSRC, including its service partners and affiliates.

By checking the box at checkout, you acknowledge that you have read, understood, and agree to these Terms and all related policies.

2. Service Description

WestNGN provides affordable, reliable 4G LTE wireless broadband service to Western North Carolina.

- The Service includes a monthly data cap of 100GB, subject to network coverage, availability, and device compatibility.
- Network management practices and performance are governed by T-Mobile’s Acceptable Use Policy, Open Internet Disclosures, and Mission Telecom’s Terms of Service.
- WestNGN Broadband is intended for personal, educational, and professional purposes, helping individuals stay connected for school, work, and essential communication.

Service is available as monthly or annual payment. Monthly service is only available through the service website as monthly autopay at sign-up. Annual service must be paid in full at time of purchase. Hotspot with sim card for service will be mailed to customer once payment has been made.

3. Acceptable Use Policy

You agree to use WestNGN Broadband responsibly and in compliance with all applicable laws and partner policies. You may not:

- Use the Service for unlawful, fraudulent, or abusive purposes.
- Resell, share, or redistribute the Service or equipment.



- Engage in excessive or abusive usage that interferes with network performance or other users.
- Attempt to bypass, modify, or compromise the Service or underlying network.
- Violation of these conditions may result in suspension or termination of Service without refund.

4. Service Availability and Limitations

WestNGN Broadband is available in **North Carolina** but can be used across the United States by a paying subscriber. Service quality may vary based on:

- Network congestion and coverage, device limitations, or local infrastructure
- Environmental conditions or maintenance schedules
- Third-party network performance

LOSRC and its partners provide the Service **“as is” and “as available”** without warranties of uninterrupted connectivity, specific speeds, or coverage guarantees.

5. Termination and Suspension

LOSRC reserves the right to suspend or terminate the Service, without notice, if:

- False information is provided during registration or eligibility confirmation; or
- the Service is misused, resold, or used in violation of these Terms; or
- Unlawful or fraudulent activity is detected; or
- Engage in behavior that degrades network performance for others.

Termination may occur immediately and without refund upon confirmation of misuse or fraud.

6. Eligibility & Annual Eligibility Confirmation

Customer must agree they are part of one or more of the following categories to be eligible for service.

- Fixed or Low-Income
- Federal or tribal General Assistance
- Student(s) in household
- Senior Citizen



- Medicaid recipient
- National School Lunch Program (Free or Reduced Lunch)
- Public housing or rental assistance
- Social Security Disability Insurance (SSDI)
- Social Security Retirement (SSR)
- Supplemental Nutrition Assistance Program (SNAP/EBT)
- Women, Infants, and Children Program (WIC)
- Supplemental Security Income (SSI)
- Temporary Assistance for Needy Families (TANF)
- Veterans Affairs (VA) benefits for service members Libraries, Schools, Educational Programs, Social Welfare Organizations, etc.

To maintain access to the program, all WestNGN Broadband users will receive an annual email confirming continued eligibility. Users simply need to confirm their continued qualification by clicking the acknowledgment link provided. Failure to confirm within the timeframe stated in the email may result in temporary suspension until confirmation is received. LOSRC does not conduct account reviews, request documentation, or collect income information.

7. Changes to Terms

LOSRC may update these Terms periodically. Material changes will be communicated via email or posted on our official website. Continued use of the Service after updates constitutes acceptance of the revised Terms.

8. Governing Law

These Terms are governed by and construed in accordance with the laws of the State of North Carolina, without regard to its conflict of law principles. Any disputes arising under or related to these Terms shall be resolved in the appropriate courts located in Buncombe County, North Carolina.