

Dillon Video DBA: Alien Cellular

Cellular Service Policy

Effective Date: October 5, 2026

By purchasing, activating, or using cellular service through **Alien Cellular**, you acknowledge that you have read, understood, and agreed to the following Cellular Service Policy.

1. Cellular Service

Alien Cellular provides wireless service plans through third-party wireless network providers. Available coverage, network performance, speeds, features, and availability may vary depending on the underlying network provider, location, device, network congestion, and other conditions outside of Alien Cellular's control.

Alien Cellular does not guarantee uninterrupted service, specific network speeds, or coverage in any particular location.

2. Service Activation

Customers are responsible for providing accurate and complete information necessary to activate their service.

Service activation may take **up to 24–48 hours**. Activation times may vary depending on the carrier network, account information, device compatibility, porting requirements, or other circumstances.

A customer may not be able to use cellular service until activation has been successfully completed.

3. Device Compatibility

Customers are responsible for ensuring that their device is compatible with the selected service and network.

Devices may need to be unlocked, compatible with the appropriate network technology, and capable of supporting the required SIM or eSIM.

Alien Cellular is not responsible for service limitations resulting from an incompatible, improperly configured, damaged, blacklisted, reported-lost/stolen, or otherwise ineligible device.

4. SIM Cards and eSIM

SIM cards and eSIM activations are intended for the customer and device associated with the customer's account.

Customers are responsible for protecting their SIM card, eSIM information, account credentials, and other account-related information.

If a SIM card is lost, stolen, damaged, or otherwise becomes unusable, additional fees may apply for replacement or reactivation.

5. Porting a Phone Number

Customers requesting to transfer an existing telephone number to Alien Cellular are responsible for providing accurate information required for the transfer.

Number transfers may be delayed or unsuccessful because of incorrect account information, incorrect PINs or passwords, carrier restrictions, account status, outstanding requirements with the previous provider, or circumstances outside of Alien Cellular's control.

Alien Cellular cannot guarantee that a requested telephone number will successfully transfer.

Customers should not cancel their previous wireless service until the number transfer has been successfully completed if they wish to retain their existing number.

6. Billing and Recurring Payments

Customers authorize Alien Cellular and its designated payment processor to charge the payment method provided for applicable service charges.

Recurring service plans will automatically renew and charge according to the billing schedule associated with the customer's account unless the service is canceled in accordance with this policy.

Customers are responsible for maintaining a valid payment method and sufficient funds for all charges.

A failed payment may result in service suspension, cancellation, late fees, or other applicable charges.

7. Service Suspension

Alien Cellular reserves the right to suspend or terminate service when an account has an unpaid balance, a payment has failed, fraudulent or unauthorized activity is suspected, the account violates applicable policies, or the customer otherwise fails to comply with the terms of service.

Service suspension does not necessarily eliminate amounts already owed by the customer.

8. Cancellation

Customers may request cancellation of their cellular service at any time, subject to any applicable billing terms.

Customers are responsible for charges incurred before cancellation becomes effective.

Cancellation of service does not automatically cancel other products or services purchased separately from Alien Cellular.

Customers are responsible for confirming that all desired services have been canceled.

9. Refunds

Unless otherwise stated in writing, cellular service charges are generally **non-refundable once service has been activated or a billing period has begun.**

Refund requests may be reviewed on a case-by-case basis.

Activation fees, setup fees, SIM/eSIM fees, and other one-time charges may be non-refundable.

A customer is not entitled to a refund simply because cellular service was not used during a billing period.

10. Changes to Service Plans

Alien Cellular reserves the right to modify available plans, pricing, features, limitations, or service terms when necessary.

Where required by applicable law, customers will receive notice of material changes.

Continued use of the service after a change becomes effective constitutes acceptance of the updated terms, where permitted by law.

11. Network Coverage and Performance

Wireless service is affected by many factors, including:

- Geographic location
- Buildings and physical obstructions
- Weather
- Network congestion
- Tower availability
- Device capabilities
- Network maintenance
- Carrier policies

- Network outages
- Emergency conditions

Alien Cellular does not guarantee that service will be available everywhere or at all times.

Actual coverage and performance may differ from maps, advertisements, estimates, or representations.

12. Data Usage and Network Management

Depending on the selected plan and underlying network provider, data usage may be subject to plan-specific limitations, restrictions, prioritization, throttling, or network management.

Customers are responsible for understanding the terms and limitations associated with their selected plan.

13. Customer Responsibility

Customers are responsible for:

- Providing accurate account information
- Keeping account credentials secure
- Maintaining a valid payment method
- Ensuring their device is compatible
- Protecting their SIM/eSIM
- Following applicable laws and service requirements
- Paying all charges associated with their account
- Promptly reporting unauthorized account activity

Customers may not use Alien Cellular service for unlawful purposes, fraud, abuse, harassment, or activities that violate applicable laws or the underlying carrier's policies.

14. Lost or Stolen Devices

Customers should immediately contact Alien Cellular if their device is lost or stolen.

Alien Cellular may suspend service or assist with available account protections when reasonably possible.

Customers remain responsible for charges incurred before service is suspended or canceled.

Alien Cellular is not responsible for unauthorized use of a customer's device or account resulting from the customer's failure to secure their device, account, password, SIM, or other credentials.

15. Emergency Services

Wireless service availability for emergency calls, including **911**, may depend on network availability, device functionality, location, power, and other factors.

Customers should not rely solely on Alien Cellular wireless service as their only means of contacting emergency services.

16. Third-Party Networks

Alien Cellular may rely on third-party wireless networks and service providers to provide cellular connectivity.

Because these networks and providers are outside Alien Cellular's direct control, Alien Cellular is not responsible for interruptions, outages, changes in coverage, changes in network technology, network limitations, or other issues caused by a third-party network provider.

17. No Guarantee of Service

Alien Cellular makes no guarantee that cellular service will be uninterrupted, error-free, available at all times, or available in every geographic location.

To the maximum extent permitted by law, Alien Cellular is not responsible for losses resulting from network outages, service interruptions, dropped calls, slow data speeds, lack of coverage, device incompatibility, or other wireless-service limitations outside of Alien Cellular's reasonable control.

18. Fraud and Unauthorized Use

Alien Cellular reserves the right to investigate suspected fraudulent, unauthorized, abusive, or unlawful activity.

Accounts may be suspended or terminated without advance notice when reasonably necessary to protect Alien Cellular, its customers, payment providers, network providers, or other parties.

Customers may be responsible for charges resulting from unauthorized use when caused by the customer's failure to properly protect their account or credentials.

19. Policy Changes

Alien Cellular reserves the right to update or modify this Cellular Service Policy from time to time.

The most current version will be posted on the Alien Cellular website. Customers are responsible for reviewing the policy periodically.

20. Acceptance of Policy

By purchasing, activating, maintaining, or using Alien Cellular service, you acknowledge that you have read and agree to this Cellular Service Policy and any other applicable Alien Cellular terms and conditions.

If you do not agree with these terms, you should not purchase, activate, or use Alien Cellular cellular service.

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447 N. Montana St, Dillon, Montana. 59725

Customer Support: Contact Alien Cellular through the contact information provided on our website.