

Terms of Service

These Terms of Use (the "Agreement") govern Customer's use of the Jackson Energy Authority ("JEA"), EPlus Broadband ("EPBB"), and EPlusTV 6 ("TV6") Websites and Mobile Apps (the "Website" and "Mobile App"). By using this service, the Customer agrees to be bound by the terms of this Agreement. If the Customer does not wish to be bound by these Terms and Conditions, the Customer may not access or use the Website or Mobile App.

Jackson Energy Authority and/or its suppliers make no representations about the suitability, reliability, availability, timeliness, accuracy of the information, software, products, services, and related graphics contained on the site for any purpose. To the maximum extent permitted by applicable law, all such information, software, products, services, and related graphics are provided "as is" without warranty or condition of any kind. Jackson Energy Authority and/or its suppliers hereby disclaim all warranties and conditions with regard to this information, software, products, services, related graphics, including all implied warranties or conditions of merchantability, fitness for a particular purpose, title, and non-infringement.

Use of Account Information

We will not sell your personal information to a third party. Your account information will only be used by us in these ways:

- To verify the existence of your JEA service
- To communicate with you and handle requests by you
- To compile information about how our site is reached and used
- To compile research that does not identify you as an individual
- To fulfill requests by you for information on other services
- To comply with court orders and as otherwise required by Tennessee State Law

Changes to the Terms of Service

JEA may change the terms of this Agreement at any time without notice to Customer, by posting such changes on the Website or Mobile App. JEA reserves the right, for any reason, in its sole discretion, to terminate, change, suspend, or discontinue any aspect of the Website or Mobile App, including, but not limited to, content, features or hours of availability. By using the Website or Mobile App, following any modifications to the terms of this Agreement, the Customer agrees to be bound by any such modifications. JEA reserves the right to change information regarding the products or services represented in this Website or Mobile App at any time. JEA reserves the right to discontinue the use of the Website or Mobile App at any time, with or without notice.

Links to Third Party Sites

This Website and Mobile App contains links to third-party sites. These links are provided for convenience and informational purposes and are neither third-party under the control of JEA nor is the content of third-party sites monitored by JEA. JEA is not responsible for the content of any site linked to this Website or Mobile App and makes no representations or warranties, express

or implied, regarding the content of any of these linked sites. These links do not constitute or imply an endorsement, authorization, sponsorship, or affiliation by JEA with respect to any third party, any third party's website, the content of any third party's website, or any products or services provided by a third party.

For privacy concerns, please see **Privacy Policy**.