

YOUR RIGHTS TO DOOR-TO-DOOR SALES

When you place an order with IdeaTek after an in-person visit at your home, special consumer protection rules apply. This page explains your key rights and how to use them. The formal legal notice required by federal and Kansas law appears below under 'Kansas Consumer Notice – Compliance Language.'

SIMPLE EXPLANATION OF YOUR RIGHTS

Because your order was placed after a visit to your home, federal and Kansas law give you a special three-business-day right to cancel certain door-to-door sales and receive a full refund of all payments you have made for that order if you cancel within that period. A “business day” means any day except Sunday or a legal holiday.

If you cancel within the three-business-day period, we will refund all payments you have made for that order. This special 3-day right is in addition to any other cancellation options you have under our residential terms and conditions found here.

After you place a door-to-door order, we will send you a confirmation message (for example, by text or email) that includes a copy of your order details and information about how to exercise your 3-day cancellation right.

Because IdeaTek does not require a term contract, you can cancel your IdeaTek service at any time after installation, subject to our [standard residential terms and conditions](#).

How to Cancel Within 3 Business Days

To cancel your door-to-door order within three business days, you may use any of the following methods:

- Call our customer service number (620-543-5555) and tell us you are cancelling your door-to-door order.
- Complete and submit the [NOTICE OF CANCELLATION form](#) at ideatek.com/notice-of-cancellation
- Reply to the confirmation message we sent (Reply To Email: help@ideatek.com, subject line: D2D Signup)
 - Include your name, service address, and a clear statement that you want to cancel your door-to-door order.
- Use any other written method that clearly shows your decision to cancel (for example, a letter or online form).

Your notice is effective as of the date you send it (for example, the date you email, text, or mail it). We will confirm your cancellation and process any required refund promptly.

IdeaTek's No Long-Term Contract Requirement

IdeaTek does not require a long-term service contract for residential internet service.

- After installation, you may cancel your service at any time, subject to our standard terms and conditions.
- Regular cancellation after the 3-day period may affect charges that have already been incurred (for example, for service already provided or work already performed), which will be handled under our normal terms and conditions.

Your 3-day cancellation right is in addition to any other cancellation options you have under our [residential terms and conditions](#).

Pricing and Fees

We will disclose the pricing, fees, introductory rates, discounts, and other material terms of your service offer accurately and in a way that is not misleading. You will also receive any required broadband consumer label and related disclosures at the point of sale, including information required by applicable law.

Accurate Information and Respectful Sales Practices

You have the right to receive honest, accurate information and to make your decision without unfair pressure. We will not knowingly make false or misleading statements about our services, pricing, or terms, and our representatives are expected to conduct sales in a professional and respectful manner.

If you feel you were given misleading information or pressured into a decision, please contact us so we can investigate and resolve the issue.

How to Contact IdeaTek About Your Rights

If you have questions about your door-to-door order or your rights, or if you wish to cancel:

- Call: 1 (620) 543-5555
- Email: help@ideatek.com
- Mail: Ideatek Telcom, LLC
111 Old Mill Lane
Buhler, Kansas 67522

Please include your name, service address, and a brief description of your request so we can assist you quickly.

KANSAS CONSUMER NOTICE - COMPLIANCE LANGUAGE

The following language is provided to comply with federal and Kansas door-to-door sales laws. This same notice, or language substantially similar to it, will be sent to you at the time of sale together with information on how to submit a cancellation notice which is also included below:

STATUTORY 3-DAY CANCELLATION NOTICE

(Pursuant to KSA 50-640)

YOU, THE BUYER, MAY CANCEL THIS TRANSACTION AT ANY TIME PRIOR TO MIDNIGHT OF THE THIRD BUSINESS DAY AFTER THE DATE OF THIS TRANSACTION. IF YOU CANCEL, ANY PAYMENTS MADE BY YOU UNDER THE CONTRACT OR SALE WILL BE RETURNED WITHIN TEN BUSINESS DAYS FOLLOWING RECEIPT BY THE SELLER OF YOUR CANCELLATION NOTICE.

You may cancel by sending us a written notice (for example, by text message, email, or letter) that clearly states you are cancelling your door-to-door order and includes your name and service address. Your notice is effective as of the date you send it. We will confirm your cancellation and process any required refund promptly.

Nothing on this page reduces or limits any rights you may have under federal or Kansas law. If there is any inconsistency between this summary and the notice you receive with your order confirmation, the legal notice provided with your order will control.