Terms of Service

Last updated: October 18, 2026

1. Agreement to These Terms

These Terms of Service (the “Terms”) govern your access to and use of the website at https://mitelco360.com (the “Website”), operated by Mercer Island Telecom, LLC (“MITELCO360,” “we,” “us,” or “our”), a company based in Mercer Island, Washington.

By accessing or using the Website, you agree to these Terms and to our Privacy Policy (mitelco360.com/privacy). If you do not agree, do not use the Website.

These Terms apply to the Website only. Consulting, migration, implementation, and web development services are governed by the separate written proposal, statement of work, or agreement described in Section 4.

2. Information on the Website

The Website describes our services and shares general information about Google Cloud, Google Workspace, Google AI tools, Zoom, video communication, web design, and related topics. This information is provided for general purposes only. It is not legal, tax, financial, investment, cybersecurity, or compliance advice, and you should not rely on it as a substitute for advice from a qualified professional.

Product features, pricing, and availability for third-party tools change often. We make reasonable efforts to keep the Website accurate, but we do not guarantee that all information is current or complete.

3. Third-Party Products and Trademarks

We support and implement products from third parties, including Google, Google Workspace, Google Cloud, Zoom, and Calendly. Those products are subject to the terms and policies of their providers. Our use of their names and logos describes the services we support. It does not mean those companies endorse us or are affiliated with us, unless they have said so in writing.

All trademarks, service marks, and logos on the Website belong to their respective owners. The Mercer Island Telecom, LLC logo and name are our marks, and you may not use them without our prior written permission.

4. Services and Engagements

Any services we provide to you, including consulting, Google Cloud or Google Workspace migration, video communication deployment, and web design and development, are provided only under a separate written proposal, statement of work, or agreement signed or accepted by both parties. That document controls fees, deliverables, timelines, payment terms, cancellation, and liability for those services. If it conflicts with these Terms for those services, the separate document controls.

Consultation requests made through the Website do not create a client relationship until we confirm the engagement in writing.

5. Your Responsibilities

When you use the Website or engage us, you agree to:

- provide accurate and complete information when you submit a form or request;
- keep your account credentials and access information confidential;
- keep current backups of your data and systems before we make changes to them;
- review deliverables and report issues promptly; and
- comply with all laws and third-party terms that apply to your business and to the tools we configure.

6. Acceptable Use

You agree not to:

- use the Website for any unlawful purpose or in violation of these Terms;
- attempt to gain unauthorized access to the Website, its servers, or related systems;
- interfere with the operation or security of the Website, including by introducing malware or overloading servers;
- scrape, copy, or systematically extract content from the Website for commercial use without our written permission;
- submit false, misleading, or fraudulent information;
- submit content that infringes the rights of others or that is abusive, defamatory, or unlawful; or
- impersonate another person or misrepresent your affiliation with any person or organization.

7. Newsletter and Communications

If you subscribe to the Google AI Brief or another communication, you agree to receive emails from us. You can unsubscribe at any time as described in the email and in our Privacy Policy. Transactional messages related to your requests will still be sent.

8. Intellectual Property

The Website, including its text, graphics, layout, software, and other content, is owned by us or our licensors and is protected by copyright, trademark, and other laws. Except as allowed in these Terms, you may view and print pages of the Website for your personal or internal business reference. You may not reproduce, distribute, modify, or create derivative works from Website content without our prior written permission.

9. Content You Submit

If you send us a message, question, or other material through the Website (“Submissions”), you retain ownership of your Submissions. You grant us a non-exclusive, worldwide, royalty-free license to use, store, reproduce, and respond to them for the purposes of operating the Website, responding to you, and providing our services.

Please do not send us information that you are not authorized to share. Do not send sensitive personal information through the Website, as described in our Privacy Policy.

10. Feedback

If you provide suggestions or feedback about the Website or our services, you agree that we may use that feedback without restriction or compensation to you.

11. Links to Other Websites

The Website may link to third-party websites and tools. We do not control and are not responsible for their content, policies, or practices. Your use of those sites is at your own risk and is subject to their terms.

12. Disclaimers

To the fullest extent permitted by law, the Website and all information on it are provided “as is” and “as available,” without warranties of any kind, whether express or implied, including warranties of merchantability, fitness for a particular purpose, non-infringement, and uninterrupted or error-free operation. We do not warrant that the Website will be free of viruses or other harmful components.

These disclaimers do not limit any warranty or obligation stated in a separate written agreement for our services.

13. Limitation of Liability

To the fullest extent permitted by law, MITELCO360 and its members, managers, employees, and agents will not be liable for any indirect, incidental, special, consequential, exemplary, or punitive damages, or for any loss of profits, revenue, data, or goodwill, arising from or related to your use of the Website or these Terms.

Our total liability for all claims arising from your use of the Website will not exceed one hundred U.S. dollars ($100). Our total liability for services is governed by the separate agreement described in Section 4.

Some jurisdictions do not allow certain limitations of liability, so some of these limitations may not apply to you.

14. Indemnification

You agree to defend, indemnify, and hold harmless MITELCO360 and its members, managers, employees, and agents from any claims, damages, losses, and expenses, including reasonable attorneys’ fees, arising from your misuse of the Website, your Submissions, or your violation of these Terms or applicable law.

15. Copyright Complaints

We respect the rights of copyright owners. If you believe that material on the Website infringes your copyright, send a written notice to our designated agent at info@mitelco360.com, including:

- identification of the copyrighted work you claim has been infringed;

- identification of the material on the Website that you claim is infringing, with enough detail for us to locate it;
- your name, mailing address, telephone number, and email address;
- a statement that you have a good-faith belief that the use is not authorized by the copyright owner, its agent, or the law; and
- a statement, under penalty of perjury, that the information in your notice is accurate and that you are the copyright owner or authorized to act on its behalf, along with your physical or electronic signature.

16. Termination

We may suspend or restrict your access to the Website at any time, without notice, if we believe you have violated these Terms or if we need to protect the Website or others. Sections that by their nature should survive termination will survive, including Sections 8, 9, 12, 13, 14, 17, and 18.

17. Changes to These Terms

We may update these Terms from time to time. When we make a material change, we will update the “Last updated” date above. Your continued use of the Website after the update means you accept the revised Terms. If you do not agree, stop using the Website.

18. Governing Law and Disputes

These Terms are governed by the laws of the State of Washington, without regard to its conflict of laws rules. Before filing a legal action, the parties agree to try in good faith to resolve the dispute through direct discussion for at least 30 days after written notice.

If a dispute is not resolved, it will be brought exclusively in the state or federal courts located in King County, Washington, and you consent to their personal jurisdiction and venue.

19. General Terms

- **Entire agreement.** These Terms and our Privacy Policy are the entire agreement between you and us about the Website. Separate service agreements remain in effect as described in Section 4.
- **Severability.** If any provision of these Terms is found unenforceable, the remaining provisions remain in full effect.
- **No waiver.** Our failure to enforce any provision is not a waiver of that provision.
- **Assignment.** You may not assign these Terms without our written consent. We may assign these Terms in connection with a merger, acquisition, or sale of assets.
- **Notices.** We may provide notices by posting on the Website or by email to the address you provided.

20. Contact Us

Questions about these Terms can be sent to us at:

- **Email:** info@mitelco360.com
- **Phone:** 206 501 4976
- **Web:** mitelco360.com/contact (mitelco360.com/contact)
- **Mail:** Mercer Island Telecom, LLC, Mercer Island, Washington