

Starry App End User License Agreement

Last updated: August 14, 2026

This Starry App End User License Agreement (App EULA) covers your use of the Starry mobile application (the App) provided by Starry, Inc. (Starry, we, or us).

By downloading, installing, or using the App, you agree to this App EULA. These terms work alongside our main [Starry Customer Agreement and Terms of Use](#) (the Customer Agreement) and our [Privacy Notice](#). If there is ever a conflict between this App EULA and your main Customer Agreement, the Customer Agreement takes priority.

The App is designed for Starry customers.

The App is created solely for active Starry customers to manage their accounts, check network speed and performance, control their Starry router and Wi-Fi settings, and reach out to our customer support team.

We grant you a personal, limited, non-transferable right to install and use the App on mobile devices that you own or control. You may not copy, modify, sell, rent, share, reverse engineer, or try to extract the source code of the App. The usage of the App is intended to be used by consumers aged 18 or higher; download may be restricted to 18 or higher depending on state restrictions.

You are responsible for keeping your device and account secure.

To protect your privacy and your account, you are responsible for maintaining the security of your device and keeping your App login credentials, PIN codes, passwords, or device biometric logins (like Face ID or fingerprint unlock) confidential.

If your device is lost or stolen, or if you think someone accessed your account without your permission, please call us immediately at **+1 888 231 9403** or email us at **support@starry.com**.

How app store rules apply (Apple and Google).

Because you download the App through a third-party app store like the Apple App Store or Google Play, a few specific rules apply:

- **This agreement is with Starry, not Apple or Google.** Starry is solely responsible for the App, its content, and its support. Apple and Google have no obligation to provide maintenance or support services for the App.
- **App store policies.** Your use of the App must also comply with your app store's terms (such as Apple's Usage Rules or Google Play's Terms of Service).
- **Third-party claims.** If an issue arises regarding the App, such as a product claim, legal compliance issue, or an intellectual property claim, Starry (not Apple or Google) is responsible for handling it.
- **Third-party beneficiaries.** Apple and Google (and their subsidiaries) are third-party beneficiaries of this App EULA. That simply means that once you accept these terms, Apple and Google have the legal right to enforce them against you regarding your use of the App.
- **U.S. legal compliance.** You confirm that you are not located in a country subject to a U.S. government embargo or designated as a "terrorist supporting" country, and that you are not listed on any U.S. government list of prohibited or restricted parties.

The App is provided "as is."

We work hard to make sure the App works seamlessly, but like all software, we provide the App on an **"as is"** and **"as available"** basis. We cannot guarantee that the App will always be uninterrupted, error-free, or completely secure. Network performance stats or router tools shown in the App are provided for informational purposes and can vary based on local conditions or hardware limitations.

Limitations of liability and resolving disputes.

Our responsibility for any issues with the App is limited just like it is under our main Customer Agreement. Any legal claims or disputes related to the App will be resolved through the **Binding Arbitration and Class Action Waiver** rules outlined in your [Starry Customer Agreement](#).

How to reach us.

If you have questions, feedback, or need help with the App, we are always here to help:

- **Phone:** +1 888 231 9403
- **Email:** support@starry.com

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