



GENERAL TERMS AND CONDITIONS FOR FIBER SERVICES

1) OVERVIEW. The terms and conditions ("Terms") stated herein shall apply with respect to the provision of any and all broadband, telecommunications and related services ("Services") by Centranet, LLC ("Centranet") as requested by the individual or entity ("Subscriber") the latest version of which can be found on Centranet's website: www.centranetfiber.com/resources.

By agreeing to the Terms, the Subscriber represents that Subscriber is at least eighteen (18) years old and capable of entering into a legally binding agreement on behalf of Subscriber's self and others in Subscriber's residence who may use the Services. This Agreement becomes binding when Subscriber accepts this Agreement. Subscriber accepts this Agreement and Centranet's Terms and charges when Subscriber subscribes to, uses, or pays for the Services, or notifies Centranet through written or electronic means that Subscriber accepts the Agreement.

IF THERE IS ANY CONFLICT BETWEEN THE TERMS HEREIN AND THE TERMS OF CENTRANET'S TARIFF ON FILE WITH THE OKLAHOMA CORPORATION COMMISSION, THE TERMS OF THE TARIFF SHALL CONTROL AND TAKE PRECEDENCE OVER THE TERMS HEREIN. A copy of the Tariff is available for viewing, during normal business hours, at the Oklahoma Corporation Commission or Centranet's office at 3305 S. Boomer Road, Stillwater, OK 74074. Additionally, copies are available upon request, free of charge to Subscribers of Centranet Services, by contacting Centranet at (405) 533-3278, or on Centranet's website at www.centranetfiber.com/resources.

2) SCOPE OF SERVICE.

- a) The Service and the Equipment are solely and exclusively for the use of the Subscriber and shall not be used for any illegal purpose or in any manner inconsistent with the provisions of this Agreement. Subscriber acknowledges the Service, and the Equipment were developed, compiled, prepared, revised, selected, and arranged by Centranet and others (including certain information sources) through the application of methods and standards of judgment developed and applied through the expenditure of substantial time, effort, and money, and constitute valuable industrial and intellectual property and trade secrets of Centranet and such others. Subscriber agrees to protect the proprietary rights of Centranet and all others having rights in the Service and the Equipment during and after the term of service. Subscriber acknowledges and agrees that it has no ownership rights in and to the Service and that no such rights are granted under this Agreement. Subscriber shall honor and comply with all written requests made by Centranet or its suppliers to protect their and others' contractual, statutory, and common law rights in the Service and the Equipment with the same degree of care used to protect its own proprietary rights, which in no event shall be less than reasonable efforts. Subscriber agrees to notify Centranet in writing promptly upon becoming aware of any unauthorized access or use by any party or of any claim that the Service or the Equipment infringes upon any copyright, trademark or other contractual, statutory, or common law rights. In all cases, "in writing" or "written" includes email communication to a proper email address, with Subscriber being wholly responsible for validity of "sent to" email addresses.
- b) Subscriber shall not access the Service through any medium or Equipment which Centranet has not authorized in writing, nor may any medium or Equipment by which the Service is provided be shared, moved, modified, interfaced, copied, broadcasted, reproduced, ported, or otherwise routed with or to any other equipment

without Centranet's prior written consent. In addition, Subscriber shall not move, modify, interface, copy, broadcast, reproduce, port or otherwise use or route the Service or any portion thereof with or to any other equipment, network or software that Centranet, in its sole good faith judgment, determines is interacting or interfering or may interact or interfere with the performance of the Service or any portion thereof and, from time to time, upon Centranet's request therefore, Subscriber shall promptly notify Centranet in writing of any and all such equipment, network and software. Service expressly provided by Centranet for operation on Subscriber's own equipment shall be furnished without warranty as to compatibility, fitness or performance with such equipment, and Subscriber shall bear all cost and responsibility for such equipment.

Unauthorized access or use of internet access Service is unlawful and Centranet and its suppliers shall have all rights provided by law to prevent such access or use, and to collect damages in such event. Subscriber agrees to notify Centranet in writing promptly upon becoming aware of any unauthorized access or use. Subscriber shall not share, recompile, decompile, disassemble, reverse engineer, or make or distribute any other form of, or any derivative work from, the Services and/or the equipment. Subscriber may use the Service solely for its internal purposes and may not use the Service for any development purposes or to develop any applications, software or otherwise that could in any way interact or interfere with the performance of the Service or any portion thereof, except as Centranet may expressly permit under a separate development license with Subscriber.

- c) Subscriber shall not use any of Centranet's or its Affiliated Companies' trademarks, trade names or service marks in any manner which creates the impression that such names and marks belong to or are identified with Subscriber, and Subscriber acknowledges that it has no ownership rights in and to any of these names and marks.
- d) Subscriber acknowledges and agrees that Centranet may delegate certain responsibilities, obligations, and duties under or in connection with this Agreement to a third party or an Affiliated Company of Centranet, which may discharge those responsibilities, obligations, and duties on behalf of Centranet.

3) TERM AND TERMINATION. The following term and termination restrictions will apply based upon the level of service and classification of service that Subscriber subscribes to, as defined below:

a) Residential:

- i) The term of the Agreement shall commence upon the initial installation or activation of any Service and shall continue in full force and effect for the time period from month to month unless earlier terminated in accordance with the terms of the Agreement.
- ii) Subscriber may terminate the Agreement by written, electronic (via SmartHub), or verbal notice to Centranet. Centranet may terminate the Agreement as allowed for in the current Tariffs, filed with the Oklahoma Corporation Commission. Subscriber shall pay to Centranet, immediately upon demand, all sums then due and unpaid at the time of termination. Subscriber may terminate Service upon completion of a minimum 12 months of service, an early termination fee may apply. Service may be terminated as follows:

- 1 Telephone Cancellation: (405) 533-3278
- 2 Electronic
 - a email: accounts@centranetfiber.com
 - b SmartHub
- 3 Mail Cancellation:
 - Centranet
 - Cancel Service
 - PO Box 1809
 - Stillwater, OK 74076

Cancellations must include Subscriber's name, account number, service address, telephone number and date of desired cancellation. Subscribers are liable for all Services rendered by Centranet up to the time the account has been de-activated, and modem, router and any rented mesh units have been returned.

iii) Final bill will include a \$250 equipment charge. This fee will be refunded upon return of above noted equipment in good working condition.

b) Enterprise and Small Business:

- i) Unless 3 (b) (ii) below applies, Service is offered on a month-to-month basis that begins on the date Centranet activates Subscriber's Service, unless activation is delayed due to circumstances beyond the Subscriber's control – then the term starts once the impediment to activation is removed and ends on the day before the same date in the following month; but in all events, billing will commence within six (6) months of execution of the Agreement. Should Subscriber postpone the date of activation more than one time, a two-hundred and fifty dollars (\$250) charge per location for each and every postponement after the first postponement will be assessed, and Centranet is not obligated to grant a postponement of the activation date. Subsequent terms of this Agreement automatically renew monthly unless Subscriber gives Centranet notice of non-renewal at least ten (10) business days before the end of the monthly term in which the notice is given. Subscriber will also be responsible for the next full month's charges in the event Subscriber does not provide the requisite ten (10) business day notice of disconnection prior to the expiration of the then current term. Expiration of the term, suspension or disconnection of Service will not excuse Subscriber from paying all accrued and unpaid charges due under this Agreement.
- ii) Some products/services are available under a Term Agreement. The Term Agreement starts on the day of the last billed new Service, or product (if applicable) whichever is later, and billing for Service commences when each Service is activated, unless activation is delayed due to circumstances beyond the Subscriber's control—then the billing starts once the impediment to activation is removed; but in all events, billing will commence within six (6) months of execution of the Agreement. Should Subscriber postpone the date of activation more than one time, a two-hundred fifty dollars (\$250) charge per location for each and every postponement after the first postponement will be assessed, and Centranet is not obligated to grant a postponement of the activation date. The Term Agreement will automatically renew for successive one (1) year terms thereafter (in each case, a "Renewal Term"), until terminated in accordance with the remaining terms of this Agreement.
- iii) Either party may terminate a Term Agreement, for any reason or for no reason, at the end of the current term or any Renewal Term by providing the other party with not less than ninety (90) days prior written notice of termination.
- iv) Either party may terminate a Term Agreement if the other party has committed a material breach of this Agreement, and such breach is not cured within thirty (30) days of the date the party in breach receives written notice of the breach. If Centranet terminates this Agreement under this Section 3 (b) (iv) Subscriber shall pay Centranet a termination fee equal to the sum of one hundred percent (100%) of the remaining minimum monthly fees that would have been incurred for the remainder of the Term of this Agreement (the "Termination Charge"), plus all fees incurred prior to the date of termination of services, plus any damages incurred by Centranet as a result of Subscriber's material breach.
- v) Before the end of any term or the Renewal Term, and without Subscriber breaching this Agreement, Subscriber may terminate a Term Agreement with respect to all Services by written notification to Centranet. The Term Agreement shall terminate thirty (30) days thereafter, at which time Subscriber shall pay Centranet a termination charge equal to the sum of one hundred percent (100%) of the remaining minimum monthly fees that would have been incurred for the remainder of the Term of this Agreement (the "Termination Charge"), plus all fees incurred prior to the date of termination of services. Subscriber has a right to reduce its Services requested without penalty if the reduction is related to a decrease in the number of the Subscriber's employees utilizing the Services, and not to shift Services to a different provider.
- vi) Final bill will include an equipment charge of a minimum of two hundred and fifty dollars (\$250). This fee will be refunded upon return of all Centranet owned equipment in good working condition.

4) RATES AND CHARGES. The rates and charges for the Services are set forth in the Agreement, together with any and all of Centranet's tariffs, as applicable and as amended from time to time. Current installation and monthly fees are posted on Centranet's website at www.centranetfiber.com. Some prices, fees charges, packages, and where applicable, programming, features and functionality are subject to change without notice. Any upgrades in existing Service will be charged at the upgraded level.

5) TAXES AND SURCHARGES. In addition to the rates and charges for the Service(s), Subscriber shall be responsible for payment of all local, state, and federal taxes; fees; and surcharges, however designated, imposed on or based upon the provision, sale, or use of the Services and any Equipment, excluding taxes based on Centranet's net income. Subscriber shall be responsible for the payment of all surcharges in effect from time to time, including but not limited to USF, PICC and payphone surcharges, as required or permitted by applicable law, regulation, or tariff and/or as specified on the Centranet website at www.centranetfiber.com/resources.

6) BILLING AND PAYMENT.

- a) Charges for all Services shall be billed monthly in advance (except for usage-based charges, which will be billed monthly in arrears, and any other charges which Centranet decides to bill in arrears), including but not limited to: activation fees; monthly Service fees; equipment rental fees; usage charges; international usage charges; advanced feature charges; advanced features/add-ons; regulatory recovery fee, universal service fund; 911 fees; federal, state and/or local taxes; disconnection fees; and shipping and handling charges. The amount of such fees and charges shall be published on Centranet's website, www.centranetfiber.com and may change from time to time. Centranet may introduce new products and services at special introductory pricing. Introductory pricing may change at Centranet's discretion. Monthly invoices will be sent via Subscriber's email address on file. Failure to receive a bill in no way exempts Subscriber from payment for Service. Any usage charges will be billed in increments that are rounded up to the nearest minute unless otherwise set forth in the rate schedules found on Centranet's website.
- b) All charges are due upon Subscriber's receipt of a bill for such amounts. All amounts due hereunder which are not paid by Subscriber within fifteen (15) days from the date of the bill shall become delinquent. Services may be disconnected five (5) days after charges are due if account is not paid in full. Subscriber understands that Centranet may issue administrative late fee(s) for monthly charges not paid by stated due date which represent a reasonable estimate of costs to manage past due accounts. Centranet does not extend credit to Subscribers and late fees are not interest, a credit service charge or a finance charge. If Service is disconnected, Centranet may impose a reconnect charge up to \$35.00, in addition to collecting any outstanding balance, including any late fees, before service is restored. If Subscriber's check is returned for insufficient funds, Centranet may impose a service charge up to \$35.00. If Subscriber has not paid amounts due within thirty (30) days of the due date, a collection agency and/or attorney may be engaged to collect amounts due. Subscriber agrees to pay Centranet for any amounts due, and all reasonable agency and attorney fees incurred, including, without limitation, court costs.
- c) Subscriber warrants that no monies are owed to Centranet from previous accounts with Centranet. If Centranet finds a prior account with Subscriber where money is owed, then Centranet may apply any funds received to that prior account, and service on current account may be subject to disconnection.
- d) Subscriber must notify Centranet in writing within thirty (30) days after receiving statement if Subscriber disputes any Centranet charges on that statement or Subscriber will be deemed to have waived any right to contest such charges. All notices of disputed charges should be sent to:

Centranet, LLC
Attn: Dispute Notice
PO Box 1809
Stillwater, OK 74076

The dispute notice shall set forth in writing in reasonable detail the information concerning the disputed charges and reasons for the dispute. Centranet and Subscriber shall attempt in good faith to promptly resolve any objection to the invoiced amount. If the dispute is subsequently resolved in favor of Subscriber, Centranet shall issue a credit on Subscriber's subsequent invoice for the disputed amount. If Centranet initiates legal proceedings to collect any amount due hereunder and Centranet substantially prevails in such proceedings, then Subscriber shall pay the reasonable attorneys' fees and costs incurred by Centranet in prosecuting such proceedings and any appeals therefrom. Any objection to billed charges should be reported to Centranet as soon as possible. Questions regarding the Centranet's services or charges assessed to a Subscriber's bill may be directed to Centranet's Account Services Department at (405) 533-3278. Centranet shall investigate the particular case and report the results to the Subscriber. During the period that the disputed amount is under investigation, the Company shall not pursue any collection procedures or assess late fees with regard to the disputed amount. The Subscriber shall be required to pay the undisputed part of the bill, and if not paid, Centranet may discontinue service. In the event the disputed charges are not resolved, Centranet shall inform the Subscriber that the Subscriber may utilize the complaint procedures of the Commission's Consumer Services Division. Centranet shall provide the Subscriber with the following information:

**Oklahoma Corporation Commission Consumer Services Division
P.O. Box 52000-2000
Oklahoma City, Oklahoma 73152-2000
(405) 521-2331 or (800) 522-8154
8:00 a.m. to 4:30 p.m. Monday through Friday**

d) Fees are defined as follows:

- i) Activation Fee - Covers charges for setting up an account and activating it on Centranet's system.
- ii) Service Call Fee – Covers charges for service calls to the Subscriber's home or business where the source of the outage, interruption, irregularity or nature of the issue is not the fault of Centranet nor Centranet's use of the equipment.
- iii) Monthly Service Fee - This is the basic charge associated with Subscriber's Service. This fee includes the calling charges defined by Subscriber's plan; the features associated with Subscriber's plan and basic account Service.
- iv) Equipment Rental Fees – This is the charge associated with the rental of equipment for the sole purpose of use in connection with the Service.
- v) Usage Charges - Calls to directory assistance and other information services.
- vi) International Usage Charges - Fees associated with calls to locations outside of the US (including Alaska and Hawaii), Canada and the US territories within the North American Numbering Plan.
- vii) Advanced Features, Add-Ons and Premium Services – Centranet charges additional fees for enhanced features and services such as Virtual Phone Numbers.
- viii) Universal Service Fund - The Universal Service Fund (USF) provides support to promote access to telecommunications services at reasonable rates for those living in rural and high-cost areas, income-eligible consumers, rural health care facilities, schools, and libraries. All telephone companies that provide service between states and internationally, including wireless companies, must contribute a percentage of their revenues derived from these services to the USF.
- ix) Taxes – Centranet is required to bill and collect local, state, and federal taxes imposed on Centranet Subscribers by the various taxing authorities. Centranet passes all taxes it collects on to the appropriate taxing authority.

- x) 911 Fees - State and/or local governments may assess fees on Centranet to pay for emergency services in Subscriber's community. Centranet bills and collects 911 fees from its Subscribers and remits such fees to the appropriate authority. Depending on where Subscriber resides, these fees can vary widely. Centranet is committed to supporting public safety services and resources in Oklahoma.
 - e) Discontinuance of Service. Centranet reserves the right to change, suspend or discontinue the Service generally, or to disconnect Service or a service component, at any time as defined in the then-current Tariffs. If Centranet discontinues the Service generally, or disconnects a Subscriber's Service without a stated reason, the Subscriber will only be responsible for charges accrued through the date of disconnection, including a pro-rated portion of the final month's charges. If Service is disconnected on account of Subscriber's breach of any provision of this Agreement, Subscriber will be responsible for the full charges to the end of the current term, including, without limitation, unbilled charges, plus the termination fee, if applicable, all of which will immediately become due and payable. Centranet will pursue collection for unpaid amounts on disconnected accounts and may report to credit bureaus.
 - f) Taxes. State and local governments may assess taxes, surcharges and/or fees on use of Centranet Service. These charges may be a flat fee or a percentage of Centranet charges and may change from time to time without notice. These charges are based on the rates applicable to the address provided to Centranet by Subscriber. Subscriber is responsible for all applicable federal, state, provincial, municipal, local or other governmental sales, use, excise, value-added, personal property, public utility or other taxes, fees or charges now in force or enacted in the future, that arise from or as a result of subscription or use or payment for the Service or equipment. Such amounts are in addition to payment for the Service or equipment and will be billed to Subscriber as set forth in this Agreement. If Subscriber is exempt from payment of such taxes, Subscriber must provide Centranet with an original certificate that satisfies applicable legal requirements attesting to tax exempt status. Tax exemption will only apply from and after the date Centranet receives such certificate.
- 8) EQUIPMENT.** Depending on the level of Service selected by Subscriber, certain equipment will be required for service. This may include an Optical Network terminal, in-home fiber cable, gigabit switch, etc. ("Equipment"). Centranet will supply Subscriber with the Equipment, which shall at all times remain the property of Centranet, shall not be tampered with, and upon termination or cancellation of Service shall be returned to Centranet in the same condition as existed at the time of delivery, reasonable wear and tear excluded. Failure to return Equipment to Centranet may result in a Subscriber being liable for and charged with the full cost of replacing the Equipment. If received Equipment is visibly damaged, Subscriber must contact Centranet's Account Services department immediately at accounts@centranetfiber.com or (405) 533-3278.
- a) Equipment Rentals. In addition to the other services referred to in this Agreement, Centranet may rent Equipment to Subscribers for the sole purpose of use in connection with the Service. Typically, this will be one or more Wi-Fi extenders. The term of use of the Equipment will be coterminous with the end of the term for the Service and any extensions thereof; Subscriber will be deemed to have accepted the items five (5) days after each is delivered and installed unless Subscriber notifies Centranet in writing to the contrary. Subscriber may return any defective Equipment to Centranet for replacement if it has not been misused or damaged by Subscriber, their agents or invitees. Furthermore, Subscriber shall be responsible for ensuring that any Centranet Equipment is maintained in a secure location, and Subscriber shall be fully liable for all costs and charges associated with damage to or loss of Centranet Equipment.
 - i) If Subscriber is not in default under this Agreement, the End of Contract (EOC) options for Equipment are:
 - (a) to automatically renew the term for other services including the Equipment;
 - (b) return the Equipment.
 - (i) If Subscriber elects to return Equipment to Centranet upon expiration of the contract, Subscriber must notify Centranet in writing of Subscriber's intent at least thirty (30) days prior to contract expiration and Equipment must be returned to Centranet immediately upon the EOC. The Equipment must be in good condition and working order, reasonable wear and tear expected ("Good Working Order"). Centranet reserves the right to recover full reimbursement from Subscriber for the reasonable

cost and expense incurred by Centranet to restore such Equipment to Good Working Order. If the equipment is not returned to Centranet at EOC, Centranet shall bill Subscriber for the full retail price of the equipment. Return Equipment to Centranet's main office at 3305 S. Boomer Rd, Stillwater, OK 74074. Subscriber is responsible for any costs associated with de-installation, packing, proper content labeling and return of the Equipment. Prior to return of Equipment, Subscriber is responsible for removing all Subscriber information and data, including programs not licensed to the Equipment. Centranet has no obligation to remove Subscriber information or any other party's information from any Equipment. The return of Equipment shall constitute a full release by Subscriber of any leasehold rights or possessory interest in the Equipment.

- 9) AUTHORIZED USER.** Subscriber and members of Subscriber's household, including guests of Subscriber, are the only authorized users of the Service and must comply with the Agreement. Subscriber may not sell, transfer, lease, encumber or assign all or part of the Service. If Subscriber installs a wireless router, no one outside of Subscriber's household may access the Service through Subscriber's account. Subscriber is responsible for all traffic coming into or from Subscriber's account even if it is an unauthorized user. Subscriber shall assure that any use of the Service complies with all applicable laws, regulations and rules. This limitation on authorized users includes, but is not limited to, hosting applications such as the provision of email, FTP (File Transfer Protocol), HTTP (Hypertext Transfer Protocol), VoIP (Voice Over Internet Protocol), and Telnet access. Although resale of such services is prohibited, a business rate plan allows for the hosting of these services for the business's own purpose (e.g., employee email, basic business website for marketing).
- 10) INSTALLATION.** Installation of the Service means that Service has been made available to Subscriber, which, depending on the level of Service available to and selected by Subscriber, may include access to data or voice. Centranet cannot guarantee the Service can be provisioned to a specific location. Centranet may, in its sole discretion, accept or reject any potential Subscriber. Because of the complex nature of the Service, availability, and the underlying infrastructure, it may not be possible to provide the Service to everyone. Where, after installation has begun for a Subscriber, it is learned that Service is not reasonably possible, Centranet will cancel the installation process and refund any money Subscriber paid for installation. Installation includes up to one thousand (1,000) feet of fiber strand to the residence or business and continues to the equipment provided by Centranet. Any work outside of the scope of this installation may incur an additional charge. Pricing varies dependent on specifics of the situation. Please contact Centranet at (405) 533-3278 for more information.

If Subscriber rents or otherwise does not own the residence, **Subscriber represents and warrants that Subscriber is authorized by the property owner to order installation of the Services**, and Subscriber acknowledges that it may be a requirement to provide written evidence that all permissions necessary for Centranet to perform installation services have been received. If Centranet incurs any costs or losses, including attorneys' fees, because Subscriber did not get the necessary authorization(s) for Centranet to install the equipment required for the Services, Subscriber is responsible for reimbursing Centranet for those costs or losses. Acceptance of these Terms does not guarantee that Centranet will install or provide any Services. Centranet may need a separate agreement with Subscriber or Subscriber's landlord to install the Services.

- 11) ACCESS TO SUBSCRIBER'S PROPERTY.** As a condition of receiving services, Subscriber grants to Centranet authorization to enter premises to construct, install, maintain, inspect and/or replace all Equipment necessary to provide Services. If Subscriber is not the owner of the premise, **Subscriber warrants that he/she has authority to grant such access to Centranet or that he/she has obtained the consent from the owner of the premises for Centranet to install and maintain Equipment as indicated on work order.**
- 12) EASEMENT ON SUBSCRIBER'S PROPERTY.** In consideration of receiving Service from Centranet, Subscriber hereby grants or will grant to Centranet or Central Rural Electric Cooperative any easements required by Centranet or Central on, under, over or through Subscriber's real estate for purposes of extending fiber optic cable so to provide Service to Subscriber and others as well as to perform maintenance, service upgrades and periodic clearing of rights of way. When economically feasible, all extensions shall follow any existing utility easements.

13) UNAUTHORIZED USE OF SERVICES.

- a) Centranet shall have the right (but not the obligation) to take protective action against Subscriber to protect Centranet's network from any unauthorized use found in these Terms. Protective action may include, without limitation, the temporary blocking of Subscriber's traffic until the applicable problem is resolved (in Centranet's reasonable discretion). The Service does not support and Centranet will not accept 976/900 and such other call types in which charges are placed on an end-user's bill, and Centranet might be expected to act as a collection agent. Use of predictive dialers for more than five percent (5%) of all calls made is prohibited without Centranet's written consent. No Use with Auto-Dialer (or "Robo-Dialer"): In addition to any applicable limitations pursuant to the AUP (Acceptable Use Policy, section 19 herein), Subscriber may not use the UC Voice Service with (or in connection with) an auto dialer (or "Robo-dialer"), which Centranet will determine, in its reasonable discretion, based upon analysis of Subscriber's traffic patterns in the ordinary course of business.
- b) Unlawful Uses. Subscriber shall use the Service and the Equipment only for lawful purposes. Centranet reserves the right to immediately disconnect Subscriber's Service without notice, if, in Centranet's sole and absolute discretion, Centranet determines that Subscriber has used the Service or the Equipment for an unlawful purpose. In the event of such disconnection, Subscriber will be responsible for the full charges to the end of the current term, including, without limitation, unbilled charges, plus a termination fee, if applicable, all of which will become immediately due and payable upon disconnection of Subscriber's Service. If Centranet believes that Subscriber has used the Service or the Equipment for an unlawful purpose, Centranet may forward the relevant communication and other information, including Subscriber's identity, to the appropriate authorities for investigation and prosecution. Subscriber hereby consents to Centranet's forwarding of any such communications and information to these authorities. In addition, Centranet will provide information in response to law enforcement requests, lawful government requests, subpoenas, court orders, to protect its rights and property and in the case where failure to disclose the information may lead to imminent harm to the Subscriber or others.
- c) Inappropriate Conduct. Subscriber shall not use the Service or the Equipment in any way that is threatening, abusive, harassing, defamatory, libelous, deceptive, fraudulent, invasive of another's privacy or any similar behavior. Centranet reserves the right to immediately disconnect Subscriber's Service without notice, if, in Centranet's sole and absolute discretion, Centranet determines that Subscriber has used the Service or the Equipment in any of the aforementioned ways. In the event of such disconnection, Subscriber will be responsible for the full charges to the end of the current term, including, without limitation, unbilled charges, plus a termination fee, if applicable, all of which will become immediately due and payable upon disconnection of Subscriber's Service. If Centranet believes that Subscriber has used the Service or the Equipment in any of the aforementioned ways, Centranet may forward the relevant communication and other information, including Subscriber's identity, to the appropriate authorities for investigation and prosecution. Subscriber hereby consents to Centranet's forwarding of any such communications and information to these authorities. In addition, Centranet will provide information in response to law enforcement requests, subpoenas, or court orders to protect its rights and property, and in the case where failure to disclose the information may lead to imminent harm to the Subscriber or others. Furthermore, Centranet reserves all of its rights at law and equity to proceed against anyone who uses the Service illegally or improperly.
- d) Tampering. Subscriber shall not change the electronic serial number or Equipment identifier of the Equipment to perform a factory reset of the Equipment without Centranet's prior written consent. Centranet reserves the right to disconnect Subscriber's Service if Centranet believes that Subscriber has tampered with the Equipment. In the event of such disconnection, Subscriber will remain responsible for the full charges to the end of the current term, including, without limitation, unbilled charges, plus a termination fee, if applicable, all of which will immediately become due and payable. Subscriber shall not attempt to hack or otherwise disrupt the Service or make any use of the Service that is inconsistent with its intended purpose.
- e) Theft of Service. The receipt of Services without authorization is a crime. Subscriber understands that the law prohibits willful damage, alteration or destruction of Equipment. Subscriber may be subject to both civil and

criminal penalties for such conduct. Subscriber shall not move Equipment to another location or use it at an address other than the Service address without prior written authorization from Centranet. Subscriber shall not use the Service in a manner calculated to avoid Centranet policies and procedures. Subscriber shall not obtain or use the Service in an improper manner. Subscriber shall notify Centranet immediately, in writing or by calling Centranet at (405) 533-3278, if the Equipment is stolen or if Subscriber becomes aware at any time that Subscriber's Service is being stolen, fraudulently used, or otherwise being used in an unauthorized manner. When Subscriber calls or writes, Subscriber must provide Subscriber's account number and a detailed description of the circumstances of the Equipment theft, fraudulent use, or unauthorized use of Service. Failure to do so in a timely manner may result in the disconnection of Subscriber's Service and additional charges to Subscriber. Until such time as Centranet receives notice of the theft, fraudulent use, or unauthorized use, Subscriber will be liable for all use of the Service using Equipment stolen from Subscriber and any and all stolen, fraudulent, or unauthorized use of the Service. Centranet reserves all its rights at law and equity to proceed against anyone who uses the Service illegally or improperly.

Subscriber is responsible for implementing appropriate security measures when using the Services, including taking whatever steps are necessary to ensure that Subscriber's data is not accessed by unauthorized third parties. Centranet is not responsible for any damages to users of the Services that may be caused by unauthorized third parties.

- f) Centranet reserves the right to immediately disconnect Subscriber's Service without notice, if, in Centranet's sole and absolute discretion, it is determined that Subscriber has used the Service or the Equipment in any way that violates Centranet's Acceptable Use Policy in section 19 of these Terms.

14) COPYRIGHT; TRADEMARK; UNAUTHORIZED USE OF EQUIPMENT, FIRMWARE OR SOFTWARE

- a) Copyright; Trademark. The Service and Equipment, and any firmware or software used to provide the Service, or provided to Subscriber in conjunction with providing the Service, or embedded in the Equipment, and all Service, information, documents and materials on Centranet's websites are protected by trademark, copyright or other intellectual property laws and international treaty provisions. All of Centranet's websites, corporate names, service marks, trademarks, trade names, logos, and domain names (collectively "marks") are and will at all times remain Centranet's exclusive property. Nothing in this Agreement grants Subscriber the right or license to use any of Centranet's marks.
 - i) Centranet complies with the Online Copyright Infringement Liability Act of 1998 (17 U.S.C. § 512). As required by that Act, this policy reserves the right for Centranet to terminate the internet service of Subscribers who repeatedly infringe copyrights.
 - ii) Policy:
 - (1) Pursuant to the Digital Millennium Copyright Act ("DMCA"), copyright owners may notify a service provider such as Centranet of alleged copyright infringement carried out on the provider's network.
 - (2) When Centranet receives a notification of copyright infringement, it will take the following steps:
 - (a) First warning – Letter or email is sent to Subscriber notifying them of their copyright infringement and violation of Centranet's Terms. This letter will also inform them that Centranet may suspend or terminate service if violation continues.
 - (b) Final warning – If there is a second offense in a twelve- (12-) month period, Centranet will issue a final warning letter to the Subscriber. This letter will be sent via certified mail. This letter will notify the Subscriber of their copyright infringement and violation of Centranet's Terms. The letter will also inform the Subscriber that Centranet will suspend or terminate service if violation continues.
 - (c) Notice of termination – If there is a third offense in a twelve- (12-) month period, Centranet will terminate the service and send a letter to the Subscriber via certified mail. This letter will notify the Subscriber that their account has been terminated effective immediately and that equipment should be returned to Centranet.

- (3) Centranet reserves the right to act immediately and without notice to suspend or terminate services in response to a court order or other legal requirements that certain conduct be stopped, or when Centranet determines the conduct may:
 - (a) Expose Centranet to sanctions, prosecution or civil action;
 - (b) Cause harm to or interfere with the integrity or normal operations of Centranet's network or facilities;
 - (c) Interfere with another person's use of Centranet Services or the Internet;
 - (d) Damage or disparage the reputation of Centranet or its services; or
 - (e) Otherwise present a risk of harm to Centranet or Centranet's Subscribers or their employees, officers, directors, agents, or other representatives.

iii) Record Retention:

- (1) All Copyright Infringement Notifications and supporting documentation shall be kept at Centranet headquarters for three (3) years.
- (2) All correspondence with the Subscriber shall be retained in Centranet's imaging system for a minimum of three (3) years.
- (3) A database that includes account number, date of notification, etc. will also be kept of all Copyright Infringement Notifications.

iv) Responsibility:

- (1) The president of Centranet is listed as the FCC and ISP Designated Agent and will be the primary point of contact for all Copyright Infringement Notifications. This position, with the help of IT and Subscriber support, are responsible for carrying out the steps of this policy defined in this section.

b) Unauthorized Use of Equipment, Firmware or Software. Subscriber has not been granted any license to use the firmware or software used to provide the Service or provided to Subscriber in conjunction with providing the Service, or embedded in the Equipment, other than a nontransferable, revocable license to use such firmware or software in object code form (without making any modification thereto) strictly in accordance to this Agreement. Subscriber expressly agrees the Equipment is exclusively for use in connection with the Service and that Centranet will not provide any passwords, codes or other information or assistance that would enable Subscriber to use the Equipment for any other purpose. Centranet reserves the right to prohibit the use of any interface equipment that Centranet has not provided to Subscriber. Subscriber hereby represents and warrants that Subscriber possess all required rights, including software and/or firmware licenses, to use any interface equipment that Centranet has not provided to Subscriber. In addition, Subscriber shall indemnify and hold Centranet harmless against any and all liability arising out of Subscriber's use of such interface Equipment with the Service. Subscriber shall not reverse compile, disassemble, reverse engineer, or otherwise attempt to derive the source code from the binary code of the firmware or software.

15) CENTRANET'S USE OF EQUIPMENT. Subscriber agrees and understands Centranet may utilize the Equipment provided by Centranet to the Subscriber to extend coverage of the fiber optic network for Centranet's or other Subscribers' use. Such use will utilize an account and network independent of the Subscriber's Service and will not impede or restrict Subscriber's Service.

16) GENERAL RESTRICTIONS ON THE SERVICE. The internet access speeds quoted are the maximum rates by which downstream internet access data may be transferred between Centranet facilities and the network interface device at Subscriber's premise. The maximum rate is not guaranteed and may vary. The quoted speeds should not be confused with the speed at which Subscriber receives and sends internet access data through the public internet as such speeds are impacted by many factors beyond control of Centranet. Actual internet speeds vary due to many factors including the capacity or performance of a computer and its configuration, wiring and any wireless configuration, destination and traffic on the internet, internal network or other factors at the internet site with which Subscriber is communicating, congestion on the network and the general speed of the public internet. The

actual speed may affect Subscriber's online experience, including ability to view streaming video and speed of downloads. Except as otherwise provided by law, Centranet reserves the right to implement network management controls to optimize and ensure that adequate speed and data transfer is available to all internet service Subscribers.

Centranet may contract with third parties to provide portions of the Service. If the Service Order includes "Unlimited" SIP Trunking Service, the following restrictions and limitations also apply:

- a) **Standard Business Use:** The SIP Trunking Service is provided for Standard Business Use. Centranet reserves the right to ensure that Subscriber's (and Subscriber's Subscriber(s) or Subscriber(s)) use of the SIP Trunking Service is consistent with Standard Business Use and otherwise complies with these Terms. If Centranet determines that Subscriber (or Subscriber's customer(s) or Subscriber(s)) are not using the SIP Trunking Service for Standard Business Use, Centranet may, in addition to all other rights and remedies pursuant to these Terms, notify Subscriber and allow Subscriber the opportunity to cure any such use within ten (10) calendar days. Subscriber may cure by stopping any such use, buying more trunks to comply with Standard Business Use, or change Subscriber's (or Subscriber's customer(s) or Subscriber(s)) use of the SIP Trunking Service in any other way that is consistent with Standard Business Use.
- b) **Inbound and Outbound Minute Thresholds:** Each SIP trunk will utilize no more than 2,000 combined inbound and outbound minutes (excluding international or toll-free calling) in any calendar month (or billing cycle, if applicable). Additionally, Centranet reserves the right to, in any combination, (i) immediately terminate the Service, (ii) charge a minimum inappropriate use fee of \$500.00 and/or charge \$0.05 per minute for all calls made during such periods of prohibited use (plus applicable toll free and international charges), whichever is higher, to Subscriber's payment method of record, and (iii) all applicable termination fees described in these Terms.

17) MONITORING THE SERVICE. Centranet has no obligation to monitor the Service but may do so and disclose information regarding use of the Service for any reason if Centranet, in its sole discretion, believes it is reasonable to do so, including to: satisfy laws, regulations, or governmental or legal requests; operate the Service properly; or protect itself and its Subscribers. Centranet may immediately remove Subscriber material or information from Centranet servers, in whole or in part, which Centranet, in its sole and absolute discretion, determines to infringe another's property rights or to violate the Agreement.

18) SUBSCRIBER RESTRICTIONS. Subscriber shall not:

- a) Copy or adapt the Service for any purpose, except as specifically permitted under this Agreement; including offering access to the internet to anyone not located at the service address associated with the account.
- b) Use the Service except in accordance with all applicable laws and regulations, and except as set forth in any documentation or instructions provided by Centranet;
- c) Reverse engineer, translate, decompile, or disassemble the Service;
- d) Use the Service in any outsourcing, application service provider, time-sharing or service bureau arrangement, including, without limitation, any use to provide Service or process data for the benefit of, or on behalf of, any third party other than the Subscriber;
- e) Cause or permit the disabling or circumvention of any security mechanism contained in or associated with the Service; or
- f) Delete, alter, cover, or distort any copyright or other proprietary notices or trademarks

19) ACCEPTABLE USE POLICY (AUP).

- a) Subscriber shall not use or allow others to use the Service for illegal or inappropriate activities, including but not limited to: invading another person's privacy; unlawfully using, possessing, posting, transmitting, or disseminating obscene, profane, or pornographic material; posting, transmitting, distributing or disseminating content that is unlawful, threatening, abusive, harassing, libelous, slanderous, defamatory, or otherwise

offensive or objectionable. Centranet has no responsibility for the accuracy, completeness, value, or usefulness of any content, advice, or opinions contained in any emails, third-party web sites, message boards, chat rooms, social networks, or online services. The internet may contain material that is unsuitable for minors, and Subscriber agrees to supervise and to accept sole responsibility and liability for any use of the Service by minors through Subscriber's account. Centranet may take any legal and technical remedies to enforce or prevent the violation of this AUP.

- b) **Content.** Subscriber will be liable for any and all liability that may arise out of the content transmitted by Subscriber or to any person, whether authorized or unauthorized, using Subscriber's Service or equipment (each such person, a "User"). Subscriber shall assure that Subscriber's and Subscriber's User's use of the Service and content comply at all times with all applicable laws, regulations, and written and electronic instructions for use. Centranet reserves the right to disconnect or suspend Subscriber's Service and remove Subscriber's or Subscriber's Users' content from the Service, if Centranet determines, in Centranet's sole and absolute discretion, that such use or content does not conform with the requirements set forth in this Agreement or interferes with Centranet's ability to provide Service to Subscriber or others. Centranet's action or inaction under this Section will not constitute any review or approval of Subscriber's or Subscriber's Users' use or content.
- c) **Usage Review:** Centranet reserves the right to review usage of all its plans to ensure Subscriber is not abusing them. Subscriber agrees to use Centranet Services for normal voice or fax calls and will not employ methods or equipment to take advantage of the Services by using the voice or fax services excessively or for means not intended by Centranet. Centranet may terminate Service immediately if it determines, in its sole discretion, a Subscriber is abusing its plans. Centranet reserves the right to at any time to enforce this policy. For subscribers where usage to high-cost areas (for example such as calls to rural numbers, Alaska, or Hawaii) exceeds five percent (5%) of total call traffic, or more than five percent (5%) of call volume lasts less than ten (10) seconds, such usage may be deemed excessive in the sole discretion of Centranet. For such usage, Subscriber agrees to pay a per minute or per page fee surcharge in excess of established levels at the current Centranet rates. The surcharge is currently \$0.03 per minute and/or \$0.03 per fax page. This surcharge applies to all plans, including the unlimited plans. Alternately, in the sole discretion of Centranet, Subscriber's Service may be immediately terminated.
- d) **Small Business Unlimited Definition:** Centranet's definition of "unlimited usage" is based on the combined number of inbound and outbound voice minutes and fax pages (excluding all Centranet advertising and informational messages). Centranet reserves the right to, at any time, enforce this policy in accordance with its terms. If the average voice usage exceeds 3,000 minutes per extension or over 500 fax pages within any thirty (30) day period, such usage shall be deemed excessive. In that event, Subscriber agrees to pay a per minute or per page surcharge, which is currently \$0.03 per minute and/or \$0.03 per fax page. This overage fee applies to all plans including the unlimited plans.

Alternatively, in the sole discretion of Centranet, Subscriber's Service may be immediately terminated.

- e) **Enterprise Usage Definition:**
 - i) **Hosted Simple** – Unlimited usage – all seats with 10-digit telephone numbers come with an acceptable use of 2,000 minutes of long distance. The 2,000 minutes for each seat are pooled at the group/child account level. If the account has five (5) unlimited seats with telephone numbers, then the account has a total of 10,000 minutes of long distance that are shared by the five (5) seats. Outbound long distance (LD) includes calls in the continental US states, Alaska, Hawaii, and Canada.
 - ii) **Hosted Select** – Each call path includes 2,000 minutes of long distance. The 2,000 minutes for each call path are pooled at the group/child account level. If the account has five (5) call paths, then the account has a total of 10,000 minutes of long distance that will be shared by all of the hosted seats. Per minute overage charges will apply if the limit is exceeded. Outbound long distance (LD) includes calls in the continental US states, Alaska, Hawaii, and Canada.

- iii) **SIP Trunking** – Each call path includes an AUP of 2,000 minutes of long distance. The 2,000 minutes for each call path are pooled at the group/child account level. If the account has five (5) call paths, then the account has a total of 10,000 minutes of long distance that will be shared by all of the DIDs. Per minute overage charges will apply if the limit is exceeded. Outbound long distance (LD) includes calls in the continental US states, Alaska, Hawaii, and Canada.
- iv) **Virtual Fax** – Virtual Fax 500 includes 500 inbound and outbound fax pages. Anything above 500 pages is \$0.03 per page.
- f) Abuse of e-mail; Spamming: Mass e-mailing and “mail-bombing” (sending mass e-mail or deliberately sending excessively large attachments to one recipient) are prohibited. Business-class accounts may have different volume limitations and usage will be judged by type of account and the use. Forging e-mail headers (transmission information) is prohibited. Using another computer, without authorization, to send e-mail messages or to retransmit e-mail messages for the purpose of misleading recipients as to the origin is prohibited. Use of e-mail to harass or intimidate other users is prohibited. Violation of the CAN-SPAM Act of 2003, or of any state or federal law regulating e-mail, is a violation of the AUP and CENTRANET, LLC reserves the right to seek damages and other available relief against you and/or any third parties as applicable. For purposes of the AUP, such violations are determined by CENTRANET, LLC in its sole discretion.

20) DISCLAIMER OF WARRANTIES and LIMITATION OF LIABILITY. THE SERVICE AND THE EQUIPMENT ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS. CENTRANET AND ITS SUPPLIERS DO NOT WARRANT THE PERFORMANCE OF THE SERVICE, THAT THE SERVICE WILL BE UNINTERRUPTED, ERROR-FREE OR FREE OF VIRUSES OR OTHER HARMFUL COMPONENTS. CENTRANET AND ITS SUPPLIERS MAKE NO EXPRESS WARRANTIES REGARDING THE SERVICE AND THE EQUIPMENT AND DISCLAIM ALL IMPLIED WARRANTIES INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF TITLE, NONINFRINGEMENT, MERCHANTABILITY, AND FITNESS FOR A PARTICULAR PURPOSE.

CENTRANET AND ITS PARENT COMPANY, AND EACH OF THEIR OFFICERS, DIRECTORS, EMPLOYEES, SUBSIDIARIES, AFFILIATES, AGENTS, SUPPLIERS AND VENDORS (COLLECTIVELY "CENTRANET PARTIES") WILL HAVE NO LIABILITY FOR ANY CLAIMS, LOSSES, ACTIONS, DAMAGES, SUITS OR PROCEEDINGS IN CONNECTION WITH THE SERVICE AND THE EQUIPMENT RESULTING FROM: (I) AVAILABILITY OR QUALITY WITHIN THE COVERAGE AREA REGARDLESS OF THE CAUSE(S) OF THE PROBLEM; (II) OTHER USERS ACCESSING SUBSCRIBER'S DEVICE; (III) VARIATIONS IN THE SPEED OR BANDWIDTH AVAILABILITY TO EACH DEVICE CONNECTED TO THE CENTRANET NETWORK; (IV) SECURITY BREACHES; (V) EAVESDROPPING; INTERCEPTION OF TRAFFIC SENT OR RECEIVED USING THE SERVICE; (VI) SUBSCRIBER'S RELIANCE ON OR USE OF THE SERVICE; (VII) INTERRUPTIONS (INCLUDING DUE TO MAINTENANCE), DELETION OF FILES, ERRORS OR DEFECTS REGARDLESS OF WHETHER SUBSCRIBER'S DATA IS MAINTAINED ON THE CENTRANET SERVERS OR SUBSCRIBER DEVICE(S); (VIII) DELAYS IN OPERATION, TRANSMISSIONS, CORRUPTION OF DATA, INVALID DESTINATIONS OR ANY FAILURE OF PERFORMANCE OF THE SERVICE; (IX) USE OF THE SERVICE BY SUBSCRIBER OR A THIRD PARTY THAT INFRINGES A THIRD PARTY'S COPYRIGHT, PATENT, TRADEMARK, TRADE SECRET, CONFIDENTIALITY, PRIVACY, OTHER INTELLECTUAL PROPERTY, PROPRIETARY OR CONTRACTUAL RIGHTS; OR (X) ACCURACY, COMPLETENESS, AND USEFULNESS OF ANY THIRD PARTY PRODUCTS, SERVICES OR INFORMATION OR THE MERCHANTABILITY OF SUCH ITEMS (INCLUDING ANY SUCH ITEMS OFFERED THROUGH CO-BRANDED WEB SITES LINKED FROM THE CENTRANET WEB SITES).

THE CENTRANET PARTIES WILL HAVE NO LIABILITY WHATSOEVER FOR (I) SUBSCRIBER FAILURE TO PROPERLY INSTALL, USE OR OPERATE THE EQUIPMENT OR (II) ANY DAMAGE TO OR LOSS OR DESTRUCTION OF ANY OF SUBSCRIBER'S DEVICES, SOFTWARE, FILES, DATA, PERIPHERALS OR PROPERTY DUE TO SUBSCRIBER'S INSTALLATION, ATTEMPTED INSTALLATION, USE, REPAIR OR REMOVAL OF THE EQUIPMENT.

THE FOREGOING LIMITATIONS APPLY TO THE ACTS, OMISSIONS, NEGLIGENCE AND GROSS NEGLIGENCE OF THE CENTRANET PARTIES WHICH, BUT FOR THIS PROVISION, WOULD GIVE RISE TO THE CAUSE OF ACTION AGAINST ANY CENTRANET PARTY IN CONTRACT, TORT, OR ANY OTHER LEGAL DOCTRINE. SUBSCRIBER'S EXCLUSIVE AND ONLY REMEDIES UNDER THE AGREEMENT ARE AS EXPRESSLY SET FORTH IN THE AGREEMENT.

THE CUMULATIVE LIABILITY OF ANY CENTRANET PARTY TO SUBSCRIBER FOR ANY AND ALL CLAIMS RELATING TO THE USE OF THE SERVICE AND THE EQUIPMENT WILL NOT EXCEED THE TOTAL AMOUNT OF SERVICE FEES PAID DURING THE THREE MONTHS IMMEDIATELY PRECEDING A CLAIM.

NOTWITHSTANDING ANYTHING CONTAINED IN THIS AGREEMENT TO THE CONTRARY, NO CENTRANET PARTIES WILL, UNDER ANY CIRCUMSTANCES, BE LIABLE TO SUBSCRIBER OR ANY THIRD PARTY FOR CONSEQUENTIAL, INCIDENTAL, SPECIAL, PUNITIVE OR EXEMPLARY DAMAGES ARISING OUT OF OR RELATED TO THE AGREEMENT, INCLUDING, BUT NOT LIMITED TO, LOST PROFITS OR LOSS OF BUSINESS.

SUBSCRIBER MAY HAVE OTHER RIGHTS UNDER CERTAIN LAWS IN CERTAIN STATES WHICH DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES, OR THE EXCLUSION OR LIMITATION OF CERTAIN DAMAGES.

Centranet's aggregate liability under this agreement will in no event exceed the Service charges with respect to the affected time period.

21) INDEMNIFICATION. Subscriber agrees to defend, indemnify and hold the Centranet Parties harmless from and against all third party claims, demands, suits, actions, judgments, losses, costs, damages including, but not limited to, direct, indirect, and consequential damages, attorney's fees and expenses that a Centranet Party may sustain or incur by reason of Subscriber's use or misuse of the Service or the equipment provided by Centranet for use of the Service, or such use or misuse by anyone else through Subscriber's account including, but not limited to, by such use or misuse (i) in violation of applicable laws or regulations or the terms of the Agreement; (ii) in connection with any claims for infringement of any intellectual property rights arising from or in connection with such use or misuse; (iii) in any manner that harms any person or results in the personal injury or death of any person or in damage to or loss of any tangible or intangible property (including data); or (iv) any claims of the owner of Subscriber's premises in connection with the installation of the Service.

The provisions of this agreement are intended to survive termination or expiration of any Agreement or Service.

22) WAIVER AND PERFORMANCE. Centranet's failure to require strict performance of any term of this Agreement will not be a waiver of Centranet's right to require performance of any term or condition of the Agreement. No consent by a Party to, or waiver of, a breach or default by the other, whether expressed or implied, shall constitute a consent to or waiver of any subsequent breach or default.

23) ELECTRONIC COMMUNICATIONS AND PHONE COMMUNICATIONS. Subscriber consents as the primary mode of communication to receive notices, documents, disclosures and other communications from Centranet about Subscriber's account or Service ("Communications") in an electronic format to Subscriber's contact email address and agrees that the Communications provided to Subscriber by Centranet electronically will be deemed "in writing," Subscriber agrees to regularly check his/her email account for Communications. Further, Subscriber agrees to keep Centranet updated with preferred email account(s) which Subscriber agrees to monitor. If Subscriber does not desire to receive Communications from Centranet electronically or if Subscriber withdraws consent to receive such Communications electronically, then at Centranet's discretion, Subscriber may be required to stop using the Service. The withdrawal of Subscriber's consent will not affect the legal validity and enforceability of any electronic Communications provided or business transacted between Centranet and Subscriber prior to the time Subscriber withdraws their consent.

- a) **Phone Calling and Texting.** In addition, Subscriber hereby agrees that Subscriber's execution of the Agreement or use of the Service constitutes Subscriber's express written consent to receive automated and manually dialed calls, text messages, and pre-recorded messages at the phone number(s) provided by Subscriber to Centranet in connection with the Service. Consent to receiving autodialed calls, text messages, and/or pre-recorded messages from Centranet is not required to purchase products or services from Centranet.
- b) **Changing Subscriber Contact Preferences.** Subscriber may exercise Subscriber's option to not receive any marketing communications from and/or automated or manually dialed calls, text messages and pre-recorded messages from Centranet by going to Centranet's SmartHub online portal or app, or calling Centranet at (405)

533-3278. Subscriber may also text STOP in response to any text message from Centranet to stop receiving text messages from Centranet.

24) JURISDICTION. The Agreement shall be interpreted, construed, and enforced in accordance with the laws of the State of Oklahoma, without regard to conflict of law provisions. To the extent any suit is filed related to this Agreement, the federal and state courts located in Oklahoma alone have jurisdiction over all disputes arising out of or related to the Agreement and the Service. Subscriber consents to the personal jurisdiction of the District Court sitting in Payne County, Oklahoma, with respect to such matters and waives Subscriber's rights to removal.

25) PRIVACY POLICY.

- a) The Services may use, in whole or in part, a managed data network, the public internet and third-party networks to transmit voice and other communications. Centranet will take reasonable measures with respect to the secure transmission of the Service. Centranet will treat Subscriber's personal information in accordance with its then-current Privacy Policy (available at www.centranetfiber.com/legal) and the terms of this Agreement. The Centranet Privacy Policy is incorporated into this Agreement by reference. Subscriber agrees to the terms of the Privacy Policy, which describes Centranet's use and disclosure of information about Subscriber's account and Subscriber's use of the Service. In the event of a conflict between Centranet's Privacy Policy and the other terms of this Agreement, this Agreement shall control.
- b) While providing services to Subscriber, Centranet may collect certain information that is made available to Centranet solely by virtue of Centranet's relationship with Subscriber, such as information about the quantity, technical configuration, type, destination, and amount of Subscriber's use of the telecommunications services Subscriber purchases. This information and related billing information is known as Customer Proprietary Network Information, or CPNI. CPNI does not include Subscriber's name, address, and phone number. Centranet may use this information, without further authorization by Subscriber, to offer Subscriber: (i) services of the type Subscriber already purchases from Centranet, and (ii) the full range of products and services available from Centranet and other Centranet companies that may be different from the type of services Subscriber currently purchases. Use of Subscriber's information will permit Centranet to offer Subscriber a package of services tailored to Subscriber's specific needs. Without further authorization by Subscriber, Centranet may also share Subscriber's information with other Centranet companies and affiliates including Centranet's parent company, Central Rural Electric Cooperative.
- c) Under federal law, Subscriber has the right, and Centranet has a duty, to protect the confidentiality of information about the amount, type, and destination of Subscriber's Voice Services usage (CPNI). Customer hereby consents to the sharing of Subscriber's CPNI or other personal information with Centranet and its affiliates, agents and contractors, solely for the purpose of developing or bringing to Subscriber's attention any products and services, or in the event of any merger, sale of some or all of Centranet's assets, as well as in any insolvency, bankruptcy, or receivership proceeding in which CPNI or other personal information would be transferred as one of the business assets of Centranet. This consent survives the termination of Subscriber's Service and is valid until revoked by Subscriber. To remove this consent at any time, Subscriber must notify Centranet in writing at PO Box 1809, Stillwater, OK 74076, Attn: Member Services and provide the following information: (1) Subscriber name, (2) service billing address, (3) telephone number including area code, and (4) service account number. Removing consent will not affect the Subscriber's current services.

26) MISCELLANEOUS.

- a) The Agreement and other agreements referenced herein and located on www.centranetfiber.com/legal and all other tariffs applicable to the Services purchased by the Subscriber, represents the entire agreement of the Parties with respect to Subscriber's use of Service and supersedes all other agreements, written or oral, between the Parties relating to the Service. Any modification to this Agreement shall be in writing signed by authorized representatives of both Parties.
- b) Subscriber may not assign any rights or delegate any duties under the Agreement without the prior written consent of Centranet, and any attempted assignment or delegation without such consent will be void.

- c) This Agreement and any amendment of the terms hereof, may be signed in counterparts, each of which shall constitute an original and all of which together shall constitute one and the same instrument.
- d) If one or more provisions of this Agreement are held to be invalid, illegal, or unenforceable, the validity, legality and enforceability of the remaining provisions will not be affected or impaired thereby. If one or more provisions of this Agreement are inconsistent with the provisions of Centranet's tariff related hereto on file with the Oklahoma Corporation Commission, the provisions of the tariff will govern, and the remaining provisions of this Agreement will not be affected or impaired thereby.
- e) Nothing in this Agreement or in the understanding of the parties confers upon the parties the status of agency, partnership, or other form of joint enterprise between the parties.
- f) Centranet will not be liable for delays, damages, or failures in performance because of causes beyond its reasonable control, including, but not limited to, acts of a government in its sovereign capacity, acts of war, terrorism, acts of a public enemy, fires, pandemics, earthquakes, acts of God, labor disputes, strikes, work slow-downs, or other labor-related activity.
- g) Centranet will make reasonable efforts to maintain Services and respond to service calls in a timely manner. Centranet will repair Equipment damaged due to reasonable wear and tear or technical malfunction. Physical damage to Equipment caused by intentional or negligent misuse is Subscriber's sole responsibility. Subscriber is responsible to pay cost of repair or replacement.
- h) Subscriber assumes all responsibility and liability for the security of information on personal devices, including but not limited to computer, information transmitted or received through the Services. Centranet assumes no responsibility and disclaims any liability for the security of any information on Subscriber's personal devices, or the security or accuracy of any information or data transmitted or received through the Services. Centranet has no responsibility and disclaims any liability for unauthorized access by third persons to Subscriber personal devices, files or data, or any loss or destruction of files or data.
- i) Letter of Authorization. The Subscriber hereby appoints Centranet as agent for Centranet to act as its authorized agent for all matters pertaining to the number(s) populated in the appropriate fields. This agency includes disconnections of service and other requests as deemed necessary by Centranet to implement the services ordered from Centranet, including but not limited to: (1) securing information for activating, porting disconnecting, editing, and transferring service for Subscriber, (2) securing information for the purposes of resolving technical issues for Subscriber, (3) securing information for activating, removing, changing, and editing Subscriber's directory listings.

27) GENERAL VOIP CONDITIONS. The Service may not be compatible with security systems. Subscriber may be required to maintain a telephone connection through Subscriber's local exchange carrier to use any alarm monitoring functions for any security system installed in Subscriber's business. Subscriber is responsible for contacting the alarm monitoring company to test the compatibility of any alarm monitoring or security system with the Service.

28) VOICE 911/E 911 SERVICE LIMITATIONS AND LIMITATION OF LIABILITY: Subscriber understands and acknowledges that access to Centranet and Conexon Connect, LLC phone service may be lost or the service may not function properly, including the ability to call for 911/E911 service, under certain circumstances, including but not limited to, the following: (i) CENTRANET or CONEXON CONNECT, LLC NETWORK OR FACILITIES ARE NOT OPERATING (ii) BROADBAND CONNECTION IS LOST; (iii) SUBSCRIBER IS EXPERIENCING A POWER OUTAGE; (iv) ELECTRICAL POWER TO THE OPTICAL NETWORK TERMINATOR (ONT) IS INTERRUPTED; (v) SUBSCRIBER'S FAILURE TO PROVIDE A PROPER SERVICE ADDRESS OR MOVING THE SERVICE TO A DIFFERENT ADDRESS. Subscriber understands and acknowledges that for 911/E911 calls to be properly directed, Centranet must have current service address and if Service is moved to a different address without Centranet's approval, 911/E911 calls may be directed to the wrong emergency authority, may transmit the incorrect location address for responding, or the Centranet phone service (including 911/E911) may fail altogether. Subscriber is required to notify Centranet of any change of address of the voice enabled advanced equipment for 911/E911 calling service to work properly. Subscriber agrees that, to the maximum extent allowed by law, Centranet and Conexon Connect, LLC

shall have no liability for any damages caused, directly or indirectly, by Subscriber's inability to access the Services, including the Centranet and Conexon Connect, LLC phone and 911/E911 services. Subscriber agrees to defend, indemnify, and hold harmless Centranet and Conexon Connect, LLC, its officers, directors, employees, affiliates, and agents and any others who furnish services in connection with this Agreement or the Service, from any and all claims, losses, damages, fines, penalties, costs, and expenses (including, without limitation, reasonable attorney fees) by, or on behalf of, Subscriber or any third party or user of account relating to the absence, failure, or outage of the Service, including 911 dialing and/or inability of Subscriber or any third person or party or user of the Service to be able to dial 911 or to access emergency service personnel.

If Subscriber is not comfortable with the limitations of the 911 dialing service, Subscriber should consider having an alternate means of accessing traditional 911 or E911 services or disconnecting the service.



FEE SCHEDULE

Name	Amount	Description
Tier 1 High Speed Internet (Residential)	\$85	1,000 Mbps downstream and 1,000 Mbps upstream
Tier 2 High Speed Internet (Residential)	\$55	100 Mbps downstream and 100 Mbps upstream
High Speed Internet (Business)	variable	Call to discuss needs, plans and options
Activation postponement (Business)	\$250	Should a Business Subscriber postpone the date of activation more than one time, a charge of two-hundred and fifty dollars (\$250) per location for each and every postponement after the first postponement will be applied.
Ethernet Cable Installation (Inside Residence)	\$125	This is per cable. No single ethernet cable can exceed 300 feet in length. This installation is optional and only available on request by subscriber.
Ethernet Cable Installation (Outside)	\$75 + \$4.75/ft	This is per cable. No single ethernet cable can exceed 300 feet in length. This installation is optional and only available on request by subscriber. (Distances over 300 feet require an alternate solution, such as a second fiber internet service connection).
Late Fee	5% of amount due	A one-time fee charged each time account balance is not paid by the due date.
Final Bill Equipment Fee	\$250	Charge added to last bill. Will be refunded in full for equipment returned in good working condition.

ONT Replacement Fee	\$250	Fee for the replacement of an ONT.
Reconnect Fee	\$35	A one-time fee charged each time account is reconnected after being disconnected.
Returned Check Fee	\$35	Fee if Subscriber's check is returned for insufficient funds.
Standard Service Call Fee (8:00 am – 5:00 pm, Mon-Sat)	\$100	A one-time fee charged each time a service call is ordered.
Evening Service Call Fee (5:00 pm – 8:00 pm, Mon-Sat)	\$175	A one-time fee charged each time a service call is ordered.
Night/Holiday Service Call Fee (8:00 pm – 8:00 am, Mon-Sat and all day Sundays and Holidays)	\$250	A one-time fee charged each time a service call is ordered.
Standard Installation Charge	\$100	A one-time fee charged before service is installed.
Trip Fee	\$50	Fee charged for a missed appointment.
Vacation/Seasonal Hold	\$15/month	Additional \$50 fee to turn back on if off less than 3 months.
Wi-Fi Mesh Extender Rental Fee	\$5	A monthly fee charged for each additional Wi-Fi Mesh Extender requested. (Truck Roll fee applies for delivery after initial install. Wi-Fi mesh extenders can be picked up at the CREC facility.)
Static IP Address Fee	\$25	Fee is per month, per Static IP address
Wi-Fi Extender Replacement Fee	\$100	Fee for the replacement of a Wi-Fi Extender. Can also be charged after service is disconnected if the Wi-Fi Extender is not returned to the Centranet office. (Truck Roll fee applies for delivery after initial install. Wi-Fi mesh extenders can be picked up at the CREC facility.)
Extended Service Plan	\$9/month	Covers labor and equipment costs of maintenance and/or repairs due to weather related damages, electrical power surges, or general equipment failure. Electrical surge protectors are required in order for equipment to be eligible for coverage in the event of a service issue.
Battery Backup (24 Hour)	\$249	A one-time fee charged for the purchase of a 24-hour battery backup system. Available for purchase on request.