

Internet Access Contract with Fiber Broadband Inc DBA Terabit Networks

TERMS

This Agreement is between Terabit Networks (TERABIT) and the participant ("you" or "your"). This Agreement sets forth the terms and conditions under which you agree to use TERABIT Fiber Optic broadband internet service.

1. SERVICE

- A. Commencing on the date on which Service is installed, you will have use of the Service pursuant to the terms and conditions set forth herein. In exchange, you will pay the current charges for such Service and equipment, including installation charges and shipping and handling charges (if applicable) upon commencement of billing. Billing will begin when we have activated your Internet Service on our network whether or not you have completed self-installation or actually use the Broadband Internet Service. After notification of a modification, your continued use of the Service and equipment constitutes an affirmative agreement to be bound by such new terms, conditions, and charges.
- B. The Service shall continue until such time as you provide TERABIT with notice that you wish to discontinue the Service, or Service is terminated and/or canceled by TERABIT, as set forth herein.
- C. TERABIT reserves the right to modify or discontinue the Service with 30 days notice to you.
- D.

2. FEES

- You agree to pay all fees and charges specified when you ordered service including recurring and nonrecurring charges for Internet Access and the associated equipment.
- A. For all installation charges if applicable, TERABIT will bill the credit card/ach you provided or debit the checking/savings account you have provided us. Debit, ACH and cash payments qualify for cash discounts. If any portion of payment is received after the late payment date, a late payment fee of \$15 will be charged.
- B. In the event you fail to pay the monthly charges billed to your credit card or debited to the checking/savings ACH account you provided us, TERABIT reserves the right to bill all outstanding sums to your credit card or to bill you directly.
- In the event any balance is not paid as agreed, the undersigned agrees to pay a collection fee and all costs of collection. In the event of a lawsuit to collect the unpaid balance, the undersigned further agrees to pay court costs and reasonable attorney fees. You agree, in order for us to service our account or to collect any amounts you may owe, we may contact you by telephone at any telephone number associated with your account, including wireless telephone numbers, which could result in charges to you. We may also contact you by sending text messages or e-mails, using any email address you provide to us. Methods of contact may include using pre-recorded/artificial voice messages and/or use of an automatic dialing device, as applicable.
- C. TERABIT may suspend or discontinue the TERABIT Service if charges are not paid.
- D. TERABIT reserves the right to charge \$50.00 if you are not present at the location for a scheduled trouble ticket dispatch appointment.
- E. TERABIT reserves the right to charge a \$15 restocking fee if a router is leased and returned prior to 6 months.

3. CANCELLATIONS, TERMINATIONS AND ASSIGNMENTS

- A. In the event a ruling, regulation or order issued by a judicial, legislative or regulatory body causes TERABIT to believe that this Agreement and/or the Services provided hereunder, maybe in conflict with such rules, regulations and orders, TERABIT may suspend or terminate the Service, or terminate this Agreement, without liability. In the event a TERABIT subcontractor for the Service stops providing the Service to TERABIT for any reason, TERABIT shall have forty-five calendar days to arrange for a reasonably comparable service. If TERABIT cannot arrange for reasonably comparable Service either you or TERABIT may thereafter terminate this Agreement without liability.
- B. You may terminate the Service upon notification to TERABIT. You agree to pay the entire amount due for the month in which service is terminated.**
- C. If you fail to pay any charge when due, including, but not limited to, re-connect fees, installation charges or taxes, or if you fail to perform or observe any other material term or condition of this Agreement, or if you provide false or inaccurate information which is required for the provision of

the Service or is necessary to allow TERABIT to bill you for the Service, and such condition continues unremedied for thirty days, you shall be in default and TERABIT may suspend or terminate the Service to you. You may not assign your account or the Service to anyone. Upon reasonable notice, TERABIT may assign its rights and obligation under this Agreement.

4. PROVISION OF SERVICE

You understand and agree that temporary interruptions of the Service may occur as normal events in the provision of the Service. You further understand and agree that TERABIT has no control over third party networks you may access in the course of your use of the Service, and therefore, delays and disruption of other network transmissions are completely beyond the control of TERABIT.

5. LIMITATION OF LIABILITY

- A. TERABIT will make reasonable efforts to provide continuous, uninterrupted, expedient and error-free Service to you. Under no circumstances shall TERABIT be liable to you or any other person for any special, incidental, consequential or punitive damages of any kind, including without limitation, loss of profits, loss of income or cost of replacement Services.
- B. TERABIT's liability for damages, including but not limited to damages in regards to interruptions of Service, for mistakes, omissions, delays, errors and defects in the provision of the Service, shall in no event exceed an amount equal to the pro-rata charges to you for the period during which the Service is affected.

C. EXCEPT AS EXPRESSLY SET FORTH IN THIS AGREEMENT, TERABIT HEREBY DISCLAIMS ANY AND ALL WARRANTIES INCLUDING IMPLIED WARRANTIES OF FITNESS, MERCHANTABILITY AND PERFORMANCE AND ANY WARRANTIES ARISING FROM A COURSE OF DEALING, USAGE OR TRADE PRACTICE.

D. TERABIT MAKES NO WARRANTY THAT THE SERVICE WILL MEET YOUR REQUIREMENTS, OR THAT THE SERVICE WILL BE UNINTERRUPTED, TIMELY, SECURE, OR ERROR FREE; NOR DOES TERABIT MAKE ANY WARRANTY AS TO THE ACCURACY OR RELIABILITY OF ANY INFORMATION OBTAINED THROUGH THE SERVICE. FURTHERMORE, TERABIT PROVIDES NO GUARANTEE WITH REGARD TO THROUGHPUT SPEEDS WITH THE SERVICE. YOU UNDERSTAND AND AGREE THAT ANY MATERIAL AND/OR DATA DOWNLOADED, OR OTHERWISE OBTAINED, THROUGH THE USE OF THE SERVICE IS DONE AT YOUR OWN RISK, AND THAT YOU WILL BE SOLELY RESPONSIBLE FOR ANY DAMAGE TO YOUR COMPUTER SYSTEM OR LOSS OF DATA THAT RESULTS FROM THE DOWNLOAD OF SUCH MATERIAL AND/OR DATA.

6. INDEMNITY

- A. You agree to indemnify and save TERABIT harmless from all claims, losses, liens, expenses, suits and attorneys' fees ("Liabilities") for injuries to or death of any person and for damages to or loss of any property which may in any way arise out of or result from or in connection with your use of the Service, except to the extent that such Liabilities arise from the intentional misconduct of TERABIT.
- B. You agree to indemnify TERABIT, its parent, affiliates and subsidiaries, in the event that your use of the Service and/or Software; (i) constitutes a violation of any law, regulation or tariff (including, without limitation, copyright and intellectual property laws); (ii) is defamatory, fraudulent or deceptive, (iii) is intended to threaten, harass or intimidate, or (iv) interferes with other customers' use or enjoyment of the Services provided by TERABIT.

7. COMPATIBILITY

You are solely responsible for provisioning, configuration and maintenance of all equipment on your premises, including, without limitation, computers, modems and other communications equipment. TERABIT shall not be responsible for delays in the provision of Service resulting from incompatibility of such equipment, or resulting from improper provisioning, configuration or maintenance of such equipment.

8. CUSTOMER SUPPORT

- A. Basic Internet Access, as applicable, is a single IP Service intended for use by a single computer. TERABIT can assist in setting up your LAN for an additional fee.
- B. You will be responsible for payment of service charges for visits by TERABIT or its subcontractors to your premises when a service request results from causes not attributable to TERABIT or its subcontractors.

9. USE LIMITATIONS

- A. You agree to comply with all Federal and State regulations, the rules, regulations and policies adopted by TERABIT, including but not limited to, TERABIT's Acceptable-Use-Policy-as modified from time to time; and the rules regulations and policies applicable to any network that you access through the Service. Any violation of such rules, regulation and policies, or any network policy document issued by TERABIT, shall be cause for TERABIT to suspend or terminate the Service.
- B. Nothing contained in this Agreement may be construed to convey to you any interest, title, or license in the user-ID, electronic mail address, Universal Resource Locator, IP Address or domain name used by you in connection with the Service.
- C. TERABIT reserves the right to suspend or terminate the Service to you, or to suspend or terminate any user-ID, electronic mail address, Universal Resource Locator or domain name used by you, in the event it is used in a manner which (i) constitutes violation of any law, regulation or tariff (including, without limitation, copyright and intellectual property laws); (ii) is defamatory, fraudulent, obscene or deceptive; (iii) is intended to threaten, harass or intimidate; (iv) tends to damage the name or reputation of TERABIT, its parent, affiliates and subsidiaries; or (v) interferes with other customers' use and enjoyment of the Services provided by TERABIT.
- D. You understand and agree that any attempt to break security, or to access an account which does not belong to you, shall be considered a material breach of this Agreement, and such breach may result in suspension or termination of the Service. You further agree to immediately notify TERABIT of (i) any unauthorized use of your account and/or (ii) any breach, or attempted breach, of security known to you.
- E. The Service has been designed to be used at the residence or business at which it was installed. You may not allow other residences or businesses to connect to your Service or re-sell your Service in any manner. Such action may be subject to immediate termination and you will be charged termination fees, if applicable.

10. FORCE MAJEURE

Neither TERABIT nor you shall be responsible for damages or for delays or failures in performance resulting from acts or occurrences beyond their reasonable control, including, without limitation: fire, lighting, explosion, power surge or failure, water, acts of God, war, revolution, civil commotion or acts of civil or military authorities or public enemies: any law, order, regulation, ordinance, or requirement of any government or legal body or any representative of any such government or legal body; or labor unrest, including without limitation, strikes, slowdowns, picketing, or boycotts; inability to secure raw materials, transportation facilities, fuel or energy shortages, or acts or omissions of other common carriers. No delay or failure to perform shall be excused under this Section by the acts or omissions of TERABIT's subcontractors, vendors or suppliers unless such acts or omissions are themselves the product of a force majeure condition described in this Section.

11. GENERAL

- A. This Agreement shall be construed in accordance with the Laws of the State of Utah
- B. You will provide TERABIT and its subcontractors reasonable access to your premises in order to install, maintain and repair the Service.
- C. If you have purchased one of the "up to" Services, there is no minimum guaranteed speed for the Service.
- D. You agree to accept invoices and statements via the email address you provided, unless otherwise requested. You must update your email if changed.

12. § 76-10-1231 Compliance

Basic content filtering is available for free by setting the intended devices DNS server to 1.1.1.3, filtering a whole home can be accomplished by setting the DNS server in your router to 1.1.1.3, contact us if you need assistance doing either. More advanced levels of content filtering are available as commercial services, below are a few examples.

<https://usa.kaspersky.com/safe-kids>

<https://meetcircle.com/>

<https://home.sophos.com/en-us>

<https://www.netnanny.com/>