



Managed WiFi Terms of Service

RESIDENTIAL MANAGED WIFI

TERM – This Agreement for Residential Customer Managed WiFi accounts is for an initial term of 12 months and shall automatically renew monthly until termination in accordance with this agreement. After the initial term, the Customer may terminate the agreement upon thirty (30) days' notice to SC Broadband (SCB). A Cancellation Fee will apply to all accounts not completing the initial 12-month term. SCB may in its sole discretion terminate this agreement at any time. In the event SCB terminates this agreement for reasons other than breach of this agreement by the Customer, then SCB shall provide (30) days' notice to Customer. Customer is liable under this Agreement for all fees and charges until such time as the Agreement has been terminated.

REFUND / ACCOUNT TERMINATION – Customers not completing the contract agreement term will be charged an early termination fee of the remaining monthly fees of unfulfilled months in contract. Customers must return the equipment (including but not limited to; power cable and batteries), in good working condition to SCB within two (2) weeks of disconnecting service or will be billed \$270.00 for the equipment. Customers who also utilize the Managed WiFi equipment as their termination device for Internet Service shall not be required to return their equipment under this agreement but will be required to adhere to the Terms of Service for their Internet connection.

INSTALLATION & ACTIVATION – SCB will provide one wireless networking device for the customer to utilize the Managed WiFi service. All equipment provided by SC Broadband will remain property of SCB and must be returned in good working condition to SCB within two (2) weeks of disconnecting service or will be billed \$270.00 for the equipment. By signing up for service, Customer gives SCB permission to install service to the Customer's premises. If I am not the owner of the house, apartment or other premises upon which SC Broadband Equipment and Services are to be installed, I warrant that I have obtained the consent of the owner of the premises for SC Broadband personnel and/or its agents to enter the premises. I agree to indemnify and hold the SC Broadband Parties harmless from and against any claims of the owner of the premises arising out of the performance of this Agreement (including costs and reasonable attorneys' fees). During the initial installation SCB will provide a heat map of the home and recommend to the customer the best available location for installation of the wireless device. Additional equipment may be recommended to the Customer by SCB. This equipment may be purchased by the Customer in addition to the main wireless device provided by SCB for additional wireless signal and capabilities. Additional equipment purchased will be the property of the Customer.

ADDITIONAL TERMS – Customers who request a service call will be billed at a discounted rate of \$25.00 per hour for all issues not caused by SCB. This includes but is not limited to all wireless related issues and equipment issues on the customer's side of SCB's demarcation device. Discounted hourly

rates only apply to normal technician hours; Monday – Saturday 8am to 5pm. For customers to receive the discounted service call rate, customers must troubleshoot any issue over the phone with an authorized SCB support representative before placing the service call. Service requests that do not meet these criteria will be billed at SCB’s standard hourly rate of \$80.00. Service calls outside of normal technician hours will incur a \$50.00 after hour fee as well as the standard hourly rate.

VACATION RENTAL MANAGED WIFI

TERM – This Agreement for VRBO Managed WiFi accounts is for an initial term of 12 months and shall automatically renew monthly until termination in accordance with this agreement. After the initial term, the Customer may terminate the agreement upon thirty (30) days’ notice to SC Broadband (SCB). A Cancellation Fee will apply to all accounts not completing the initial 12-month term. SCB may in its sole discretion terminate this agreement at any time. In the event SCB terminates this agreement for reasons other than breach of this agreement by the Customer, then SCB shall provide (30) days’ notice to Customer. Customer is liable under this Agreement for all fees and charges until such time as the Agreement has been terminated.

REFUND / ACCOUNT TERMINATION – Customers not completing the contract agreement term will be charged an early termination fee of the remaining monthly fees of unfulfilled months in contract. Customers must return the equipment (including but not limited to; power cable and batteries), in good working condition to SCB within two (2) weeks of disconnecting service or will be billed \$270.00 for the equipment. Customers who also utilize the Managed WiFi equipment as their termination device for Internet Service shall not be required to return their equipment under this agreement but will be required to adhere to the Terms of Service for their Internet connection.

INSTALLATION & ACTIVATION – SCB will provide one wireless networking device for the customer to utilize the Managed WiFi service. All equipment provided by SC Broadband will remain property of SCB and must be returned in good working condition to SCB within two (2) weeks of disconnecting service or will be billed \$270.00 for the equipment. If I am not the owner of the house, apartment or other premises upon which SCB Equipment and Services are to be installed, I warrant that I have obtained the consent of the owner of the premises for SCB personnel and/or its agents to enter the premises. I agree to indemnify and hold the SCB Parties harmless from and against any claims of the owner of the premises arising out of the performance of this Agreement (including costs and reasonable attorneys’ fees). During the initial installation SCB will provide a heat map of the home and recommend to the customer the best available location for installation of the wireless device. Additional equipment may be recommended to the Customer by SCB. This equipment may be purchased by the Customer in addition to the main wireless device provided by SCB for additional wireless signal and capabilities. Additional equipment purchased will be the property of the Customer.

ADDITIONAL TERMS – Customers who request a service call will be billed at a discounted rate of \$25.00 per hour for all issues not caused by SCB. This includes but is not limited to all wireless related issue and equipment issues behind SCB’s demarcation device. Discounted hourly rates only apply to normal technician hours; Monday – Saturday 8am to 5pm. For customers to receive the discounted service call rate, customers must troubleshoot any issue over the phone with an authorized SCB

support representative before placing the service call. Service requests that do not meet these criteria will be billed at SCB's standard hourly rate of \$80. Service calls outside of normal technician hours will incur a \$50.00 after hour fee as well as the standard hourly rate. VRBO Managed WiFi customers may allow guests to call SCB for over-the-phone support on wireless issues. All calls will require guest or customer to provide the address of the VRBO and the current WiFi password for support to troubleshoot. All trouble tickets or service orders will require the account holder's authorization.