



Internet Terms of Service

HIGH SPEED INTERNET

SERVICE TERM – This Agreement is for a month-to-month term (promotions may differ) and shall automatically renew monthly until terminated in accordance with this Agreement. The customer may terminate the agreement upon 30-day notice to SC Broadband (SCB). A cancellation fee may apply. 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-day notice to customer. Customer is liable under this Agreement for all fees and charges until such time as the Agreement has been terminated.

PAYMENT METHOD & BILLING – Unless otherwise indicated, Customer agrees to delivery of monthly billing statements electronically (eBill) to the Contact Email Address on record. This Contact Email Address may be updated any time by the Customer via the My Account portal on SCBroadband.com. Unless otherwise indicated, Customer will be required to provide a credit card or other payment method accepted by SCB. On the 15th day of each month, or following business day, we will charge the Payment Method on file the Total Due amount reflected on the monthly billing statement (AutoPay). You are solely responsible for any and all fees charged to your Payment Method. Monthly billing statements may be viewed any time via the My Account portal on SCBroadband.com.

REFUND / ACCOUNT TERMINATION – Customers not completing the contract agreement term will be charged an early termination fee of the lesser of the following: the total savings in months past or the remaining monthly fees of unfulfilled months in contract. Total savings include but are not limited to Installation and free or reduced monthly service. SCB gives customers a 30-day trial period with no early termination fees applied in case of disconnect. Accounts terminated during the first month of service will be charged for an entire month of service. Non-fiber fed customers renting modems must return the equipment (including power cable), in good working condition to SCB within two weeks of disconnecting service or will be billed \$99.00 for the equipment. Fiber fed customers must return the equipment, including but not limited to; power cable and batteries, in good working condition to SCB within two weeks of disconnecting service or will be billed \$270.00 for the equipment.

INSTALLATION & ACTIVATION – All new accounts will be billed a \$99.00 Installation and Activation Fee on their first bill. Installation and Activation Fee may be waived by completing 12 months of consecutive service (other promotions may differ). 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 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). Installation may include construction methods such as trenching, boring, etc. Customer understands that this may disrupt landscape and SCB will do its best to return all property to its original status at the time of installation.

MAINTENANCE – SCB conducts routine network maintenance between the hours of 12:00 a.m. and 5:00 a.m. During this maintenance window, customers may experience temporary service interruptions or degraded performance. These interruptions are necessary to ensure the continued reliability, security, and performance of the network. Customers acknowledge and agree that no service credits, refunds, or other compensation will be issued for service interruptions occurring during the designated maintenance window.

ADDITIONAL TERMS – In the event SCB requires access to redistribute the Internet signal to additional customers past the Customer's premises; Customer gives SCB, within reason authorization to utilize the premises for rights-of-way and relay access points, or Customer may forfeit the right to receive Internet service. Customer's use of service shall at all times comply with SCB's then-current Acceptable Use Policy and Privacy Policy.

FIXED WIRELESS INTERNET

TERM – This Agreement is for an initial term of 12 months (promotions may differ) and shall automatically renew monthly until terminated in accordance with this Agreement. After the initial term, the customer may terminate the agreement upon (30) days' notice to SCB (SCB). A cancellation fee may apply. 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, 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 \$99.00 and the total savings in months past. Total savings include but are not limited to Installation and free or reduced monthly service. Customer gives SCB authorization to the property to remove wireless equipment mounted to the premises after disconnecting. Customers must return the inside of the home equipment (power supply and adapters), in good working condition to SCB within two (2) weeks of disconnecting service or will be billed \$25.00 for the equipment.

INSTALLATION & ACTIVATION – All new Fixed Wireless Internet accounts will be charged a \$99.00 Installation Fee and a \$35.00 Activation Fee on their first bill. 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 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).

MAINTENANCE – SCB conducts routine network maintenance between the hours of 12:00 a.m. and 5:00 a.m. During this maintenance window, customers may experience temporary service interruptions or degraded performance. These interruptions are necessary to ensure the continued reliability, security, and performance of the network. Customers acknowledge and agree that no service credits, refunds, or other compensation will be issued for service interruptions occurring during the designated maintenance window.

ADDITIONAL TERMS – In the Event SCB requires access to redistribute the Internet signal to additional customers past the Customer's premises; Customer gives SCB, within reason authorization to utilize the premises for rights-of-way and / or for relay / access points, or Customer may forfeit the right to receive Internet service. Customer's use of Service shall at all times comply with SCB's then-current Acceptable Use Policy and Privacy Policy.