

Rocket Communications

Terms of Service

Rocket Communications agrees to provide the Service to the Customer at the site identified in the Service Agreement. "Service Period," is the time period starting on the date the service is fully functional in all material respects and available for use as described in a Service Agreement or as reflected in the first invoice (the "In Service Date") and continuing for the number of months specified in the Service Agreement.

Standard Payment Terms

Customer agrees to pay the monthly Service fees and one-time charges as set forth in the Service Agreement incorporated under this Service Agreement by execution thereof by the parties.

"Monthly Service Fees" is the amount specified as the monthly fee to be paid by the Customer for the Service. "One-Time Charges" include, but are not limited to, construction, Service installation charge(s), repair, replacement, or any non-recurring charges. "Service Installation Charge" is the amount specified as the fee for installation of equipment and network facilities.

"Equipment" means components including, but not limited to, any, antenna, radio, bridge, receiver, transmitter, transceiver, router, switch, hub, telephone, analog telephone adapter, power supplies, wires and cables installed on the customer premises.

* (a) Monthly Service Fees. Customer agrees to pay Monthly Service Fees in advance of the provision of the Services. Monthly Service Fees are due on the date specified in the Service Agreement.

* (b) One-Time Charges. Customer agrees to pay the One-Time Charges as described on the Service Agreement.

* (c) Taxes, Fees, and Government Charges. Customer agrees to pay any sales, use, property, excise or other taxes, franchise fees and governmental charges (excluding income taxes), arising under this Agreement.

* (d) Charges for Change Requests. Any charges associated with Service and Equipment installations, additions, modifications, substitutions, upgrades, reconfigurations, rebuilds or relocations at a site and requested by Customer subsequent to executing a Service Agreement for that site, are the sole financial responsibility of Customer.

* (e) Site Visits and Repairs. If Customer's misuse, abuse or modification of the Services, Equipment or Network facilities supplied by Rocket Communications necessitates a visit to the Customer site for inspection, correction or repair, Rocket Communications shall charge Customer a site visit fee as well as charges for any Equipment or Network repair or replacement necessary to restore Service.

* (f) Invoicing Errors. Customer must provide notice to Rocket Communications of any invoice errors or disputed charges within thirty (30) days of the invoice date on which the errors and/or disputed charges appear in order for Customer to receive any credit that may be due.

* (g) Late Fees. If Customer fails to pay an invoice within ten (10) days of issuance, the Customer may be charged a late fee of fifteen dollars (\$15) on any outstanding past-due balance.

* (h) Non-Payment. Services may be disconnected because Customer does not pay the invoice, within thirty (30) days of initial invoice Rocket Communications may, in its sole discretion, require that Customer pay all past due charges, a reconnect fee of \$25, and a minimum of one month's Monthly Service Fees in advance before Rocket Communications will reconnect Services.

* (i) Returned Checks. Rocket Communications will charge a \$39 service fee for all returned checks.

* (j) Collection Fees. Customer shall be responsible for all expenses, including reasonable attorney's fees and collection costs, incurred by Rocket Communications in collecting any unpaid amounts due under this Agreement.

Service Location Access and Installation

* (a) Access. Customer shall provide Rocket Communications with reasonable access to each Service Location listed on a Service Agreement as necessary for Rocket Communications to review, install, inspect, maintain or repair any Equipment or Materials necessary to provide the Services. If Customer owns and/or controls the Service Location(s), Customer grants to Rocket Communications permission to enter the site(s) for the exercise of such right. If a site is not owned and/or controlled by Customer, the Customer will obtain, with Rocket Communications assistance, appropriate right of access. If Customer is not able to gain right of access for a site from owner and/or controlling party, Rocket Communications obligations under this Agreement and the appropriate Service Agreement for such site are terminated, null and void.

* (b) Installation Review; Subsequent Interference. Rocket Communications may perform an installation review of each Service Location prior to installation of the Services at that Service Location. Customer may be required to provide Rocket Communications with accurate site and/or physical network diagrams or maps of a Service Location prior to the installation review. Rocket Communications may directly or through its agents inspect the Customer Premises before beginning installation and shall satisfy itself that safe installation and proper operation of its Equipment and the Services are possible in the location(s) provided by Customer. If Rocket Communications, in its sole discretion, determines that safe installation and/or activation of the Services will have negative consequences to Rocket Communications personnel or Network and/or cause technical difficulties to Rocket Communications or its other customers, installation of Rocket Communications equipment may be refused.

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Rocket Communications may terminate the Service Agreement effective upon prior written notice to the Customer or may require the Customer to correct the situation before proceeding with installation or activation of the Services. In the event during the initial or any renewal Service Period, (i) proper operation of Rocket Communications' Equipment and/or unhindered provision of the Services is no longer possible as a result of interference or obstruction caused by the acts or omissions of Customer, a third party or any Force Majeure Event, or (ii) such interference/obstruction or the cause thereof will have negative consequences to Rocket Communications' personnel or Network and/or cause technical difficulties to Rocket Communications or its customers, as Rocket Communications may determine in its sole discretion, Rocket Communications may terminate the affected Service Agreement(s) without liability upon written notice to Customer.

* (c) Site Preparation. Customer shall be responsible, at its own expense, for all site preparation activities necessary for delivery and installation of the Equipment and the installation and ongoing provision of Services, including, but not limited to, the relocation of Customer's equipment, furniture and furnishings as necessary to access the Equipment and/or Services. To ensure proper installation of the Equipment and the Services, Customer may be required to provide electrical or other utility service and/or accurate physical network diagrams and/or maps prior to installation.

* (d) Installation. Rocket Communications will schedule one or more installation visits with Customer. Customer's authorized representative must be present during installation. During installation, Rocket Communications shall test to confirm that the Services can be accessed from the Service Location. In the event that during the course of installation Rocket Communications determines additional work is necessary to enable Rocket Communications to deliver the Services to the Service Location, Rocket Communications will notify Customer of any new or additional One Time Charges that may be necessary at time of installation. Customer shall be responsible for access paths, moving or relocating furniture, furnishings, or equipment, or other preparation activities necessary for Rocket Communications to install the Services. Rocket Communications shall connect any Equipment provided by Rocket Communications to Customer's computer or network to enable Access to the Services. With respect to any excavation, Rocket Communications shall be not held responsible for any restoration efforts necessary to address any displacement resulting from such excavation.

* (e) Ongoing Visits. Rocket Communications will need access to the Customer Premises from time to time for inspecting, constructing, installing, operating and maintaining Rocket Communications' Network facilities, Equipment or materials and/or any related facilities. Except in emergency situations, Rocket Communications will obtain approval from the Customer (not to be unreasonably withheld or delayed) before entering the Customer Premises.

Equipment and Materials

The Customer shall:

- i. Safeguard Rocket Communications-provided Equipment against others;
- ii. Not add other equipment nor move, modify, disturb, alter, remove, nor otherwise tamper with any portion of the Equipment.
- iii. Not hire nor permit anyone other than personnel authorized by Rocket Communications acting in their official capacity to perform any work on the Equipment
- iv. Not move nor relocate Equipment to another location or use it at an address other than the Service location without the prior written consent of Rocket Communications.

* (a) Unauthorized connection. Any unauthorized connection or other tampering with the Services, Equipment, any system or its components shall be cause for immediate disconnection of Services, termination of this Agreement and/or legal action and Rocket Communications shall be entitled to recover damages, including, but not limited to, the value of any Services and/or Equipment obtained in violation of this Agreement in addition to reasonable collection costs including, but not limited to reasonable attorneys' fees. Should any antenna, or signal amplification system for use in connection with communication equipment hereafter be installed on the Premises which interferes with the Services provided by Rocket Communications hereunder, Customer acknowledges and agrees that Rocket Communications shall not be obligated to distribute a quality signal to the Premises better than the highest quality which can

be furnished as a result of such interference, until such time as the interference is eliminated or corrected by Customer or a third party.

* (b) Customer Security Responsibilities. Customer shall be responsible for the implementation of reasonable security procedures and standards with respect to use of and access to the Service and/or Equipment. Rocket Communications may temporarily discontinue or disconnect the Services upon learning of a breach of security and will attempt to contact Customer in advance, if possible. The temporary discontinuation or disconnection of the Services shall not constitute a breach of this Agreement.

* (c) Ownership. Customer understands and agrees that notwithstanding any other provision contained herein to the contrary, all Equipment and materials installed or provided by Rocket Communications are and shall always remain the property of Rocket Communications, shall not become a fixture to the Premises and must be returned to Rocket Communications at any time Services are disconnected in the condition in which they were received subject to ordinary wear and tear. Customer will not sell, lease, assign nor encumber any Equipment.

* (d) Equipment Return, Retrieval, Repair and Replacement. Immediately upon termination of Services ("Termination" shall mean the termination of the Service Agreement(s)), at the discretion of Rocket Communications, the Customer shall allow Rocket Communications to retrieve, the Equipment supplied by Rocket Communications to Customer, in good condition. Failure of Customer to allow Rocket Communications to retrieve, Equipment within ten (10) days after Services are terminated will result in a charge to Customer's account equal to the full retail cost of replacement of the unreturned Equipment. In addition, Customer agrees to pay for the repair or replacement of any damaged Equipment (whether or not caused by Customer's negligent act, except such repairs or replacements as may be necessary due to normal and ordinary wear and tear or material/workmanship defects), together with any costs incurred by Rocket Communications in obtaining or attempting to regain possession of such Equipment, including, but not limited to, reasonable attorneys' fees.

Internet Access Service

Continued use of the Internet Service is subject to these Terms and Conditions.

* (a) Equipment and Software Requirements. Customer shall maintain certain minimum Equipment and software to receive the Service.

* (b) Internet Service Speeds. Rocket Communications shall use commercially reasonable efforts to achieve the Internet speed selected by the Customer on the Service Agreement. However, Customer understands and agrees that such speeds may vary.

* (c) Access and Use. Customer agrees to ensure that any person who has access to the Internet Services through Customer's computer(s), Service Location, facilities or account shall comply with the terms of this Agreement and the Acceptable Use Policy. Customer shall be responsible for all charges incurred and all conduct, whether authorized or unauthorized, caused by use of Customer's computers, service locations, facilities or account using the Internet Services.

* (d) Electronic Addresses. All e-mail addresses, e-mail account names, and IP addresses ("Electronic Addresses") provided by Rocket Communications are and shall remain the property of Rocket Communications. Customer may not alter, modify, sell, lease, assign, encumber or otherwise tamper with the Electronic Addresses.

* (e) No Liability for Changes of Address. Due to growth, acquisitions and changes in technology, Rocket Communications reserves the right to change addressing schemes, including e-mail and IP addresses.

* (f) No Liability for Risks of Internet Use. The Internet is a shared network and Rocket Communications does not warrant that Service will be error free. The Service, Rocket Communications network and the Internet are not guaranteed to be secure, and others may access or monitor the Customer's traffic. Rocket Communications does not warrant that data or files sent or received by the Customer over the Network will not be subject to unauthorized access by others, that other users will not gain access to the Customer's data, nor that the data or files will be free from computer viruses or other harmful components. Rocket Communications has no responsibility and assumes no liability for such acts or occurrences.

* (g) No Liability for Purchases. Through use of the Service, the Customer may access certain information, products and services of others, for which there is a charge. The Customer shall be solely liable and responsible for all fees or charges for these online services, products or information. Rocket Communications shall have no responsibility to resolve disputes with other vendors.

* (h) Blocking and Filtering. While the computer industry may provide blocking and filtering software that empowers Customer to monitor and restrict access to Customer's computer and its data, Rocket Communications is not the publisher of this software. Rocket Communications strongly recommends that the Customer employ a "firewall" or other security software. The Customer assumes all responsibility for providing and configuring any "firewall" or security measures for use with the Service. Rocket Communications shall not be responsible in any manner for the effectiveness of these blocking and filtering technologies. Rocket Communications does not warrant that other users will be unable to gain access to Customer's computer(s) and/or data even if the Customer utilizes blocking and filtering technologies.

* (i) Acceptable Use Policy. Customer agrees to comply with the terms of Rocket Communications Acceptable Use Policy ("AUP"), found at www.rocketcommtech.com/about-us and that policy is incorporated by reference into this Agreement. Customer represents and warrants that Customer has read the AUP and agrees to be bound by its terms as they may from time to time be amended, revised, replaced, supplemented or otherwise changed. Customer expressly understands and agrees that the AUP may be updated or modified from time to time by Rocket Communications, with or without notice to Customer. Rocket Communications may discontinue or disconnect Services immediately for any violation of the Rocket Communications AUP with or without notice to Customer.

No Third-Party Hardware or Software Support

Customer is responsible for the installation, repair and use of Customer-supplied third-party hardware and/or software. Rocket Communications does not support third-party hardware or software supplied by Customer. Any questions concerning third-party hardware or software should be directed to the provider of that product. Rocket Communications assumes no liability or responsibility for the installation, maintenance, compatibility or performance of third party software, any Customer supplied hardware or software with the Services. If such third-party equipment or software impairs the Services, Customer shall remain liable for payments as agreed (if any) without recourse for credit or prorated refund for the period of impairment. Rocket Communications has no responsibility to resolve the difficulties caused by such third-party equipment or software. If, at Customer's request, Rocket Communications should attempt to resolve difficulties caused by such third-party equipment or software, such efforts shall be performed at Rocket Communications' discretion and at then current commercial rates and terms.

Customer Use

Customer agrees not to re-sell or re-distribute access to the Service(s) or system capacity, or any part thereof, in any manner without the express prior written consent of Rocket Communications. Customer agrees not to use or permit third parties to use the Service(s), including but not limited to the Equipment and software provided by Rocket Communications, for any illegal purpose, or to achieve unauthorized access to any computer systems, software, data, or other copyright or patent protected material. Customer agrees not to interfere with other customers' use of the Equipment or Services or disrupt the Rocket Communications Network, backbone, nodes or other Services. Violation of any part of this section is grounds for immediate Termination of this Service Agreement and/or all Service Agreements in addition to any other rights or remedies Rocket Communications may have hereunder.

Performance

Rocket Communications will use commercially reasonable efforts in keeping with normal industry standards to ensure that the Service is available to Customer twenty-four (24) hours per day, seven (7) days per week. It is possible, however, that there will be interruptions of Service. Specifically, Customer understands and agrees that the Service may be unavailable from time to time either for scheduled or unscheduled maintenance, technical difficulties, or for other reasons beyond Rocket Communications reasonable control. Temporary service interruptions/outages for such reasons, as well as service interruptions/outages caused by the Customer, or by a Force Majeure Event, shall not constitute a failure by Rocket Communications to perform its obligations under this Service Agreement.

Default Suspension of Service Termination

No express or implied waiver by Rocket Communications of any event of default shall in any way be a waiver of any further subsequent event of default. Nothing herein, including, but not limited to Termination, shall relieve Customer of its obligation to pay Rocket Communications all amounts due.

* (a) Default by Customer. Customer shall be in default under this Service Agreement in the event that the Customer does one (1) or more of the following (each individually to be considered a separate event of default) and the Customer fails to correct each such noncompliance:

- i. Rocket Communications has not received payment from Customer for any outstanding statement or invoice by close of business on the due date listed on the statement or invoice;
- ii. Customer otherwise has failed to comply with the terms of this Service Agreement or any other Service Agreement(s) incorporated herein by execution thereof by the parties.

* (b) Rocket Communications Right to Terminate and Termination Charge. In the event Customer is in default, Rocket Communications shall have the right, at its option, and in addition to any other rights of Rocket Communications expressly set forth in this Agreement and any other remedies it may have under applicable law, to:

- i. Immediately suspend Services to the Customer until such time as the underlying noncompliance has been corrected without affecting Customer's on-going obligation to pay Rocket Communications any amounts due under this Agreement (e.g., the Monthly Service Fees), as if such suspension of Services had not taken place;
- ii. Terminate the Services; or

iii. After the occurrence of two (2) such events of Customer default in any twelve (12) month period of time, terminate this Service Agreement and/or any or all of the applicable Service Agreement(s). If Termination is due to noncompliance by the Customer, Customer may be required to pay Rocket Communications a Termination charge (a "Termination Charge"), which the parties recognize as liquidated damages. This Termination Charge shall be equal to fifty percent (50%) of the unpaid balance of the Monthly Service Fees that would have been due throughout the remainder of the applicable Service Period plus one hundred percent (100%) of (1) the outstanding balance of any and all One-Time Charges plus (2) any and all previously waived One-Time Charges.

* (c) Default by Rocket Communications. Rocket Communications shall be in default under this Service Agreement in the event that Rocket Communications fails to comply with the terms of this Service Agreement and/or any or all of the applicable Service Agreement(s) and Rocket Communications fails to remedy each such noncompliance or occurrence within thirty (30) days of receipt of written notice from Customer describing in reasonable detail the nature, scope and extent of the default or noncompliance:

* (d) Customer's Right to Terminate and Termination Charge.

i. Customer shall have the right, at its option and in addition to any other remedies it may have, to terminate any applicable Service Agreement(s), if the underlying event of default and/or noncompliance by Rocket Communications is limited to Services provided under the applicable Service Agreement(s) or this Service Agreement, if such noncompliance is not so limited, provided that Rocket Communications diligent efforts to correct such breach are not commenced and pursued within thirty (30) days after Rocket Communications receipt of a written notice from the Customer describing in reasonable detail the nature, scope and extent of the event of default/noncompliance.

Limitation of Liability

PLEASE READ THIS SECTION CAREFULLY, IT CONTAINS DISCLAIMERS OF WARRANTIES AND LIMITATIONS OF LIABILITY.

* (a) Limited Warranty. At all times during the Service Period, Rocket Communications warrants that it will use commercially reasonable efforts in keeping with industry standards to cause the Services to be available to the Customer. THE FOREGOING LIMITED WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL EXPRESS AND IMPLIED WARRANTIES WHATSOEVER. EXCEPT AS OTHERWISE STATED IN THIS SERVICE AGREEMENT, Rocket Communications MAKES NO WARRANTIES, EXPRESS OR IMPLIED, AS TO ANY SERVICE PROVIDED HEREUNDER AND SPECIFICALLY DISCLAIMS ANY AND ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR TITLE OR NON-INFRINGEMENT OF THIRD PARTY RIGHTS. WITHOUT LIMITING ANY EXPRESS PROVISIONS PROVIDED FOR ELSEWHERE IN THIS AGREEMENT, NEITHER PARTY SHALL BE LIABLE TO THE OTHER FOR ANY INDIRECT, CONSEQUENTIAL, EXEMPLARY, SPECIAL, INCIDENTAL OR PUNITIVE DAMAGES (INCLUDING WITHOUT LIMITATION, LOST BUSINESS, REVENUE, PROFITS, OR GOODWILL) ARISING IN CONNECTION WITH THIS AGREEMENT OR THE PROVISION OF SERVICES HEREUNDER (INCLUDING ANY SERVICE IMPLEMENTATION DELAYS AND/OR FAILURES), UNDER ANY THEORY OF TORT, CONTRACT, WARRANTY, STRICT LIABILITY OR NEGLIGENCE, EVEN IF THE

PARTY HAS BEEN ADVISED, KNEW OR SHOULD HAVE KNOWN OF THE POSSIBILITY OF SUCH DAMAGES. THE FOREGOING LIMITATIONS APPLIES TO ALL CAUSES OF ACTIONS AND CLAIMS, INCLUDING WITHOUT LIMITATION, BREACH OF CONTRACT, BREACH OF WARRANTY, NEGLIGENCE, STRICT LIABILITY, MISREPRESENTATION AND OTHER TORTS. Any warranty claim by Customer must be made within thirty (30) days after the applicable Services have been performed. Rocket Communications' sole obligation and Customer's sole remedy, with respect to any breach of the limited warranty set forth herein, shall be a prorated refund of the fees paid by Customer based on the period of time when the Services are out of compliance with this limited warranty provision.

* (b) Content. Customer acknowledges that any content that Customer may access or transmit through any Service is provided by independent content providers, over which Rocket Communications does not exercise and disclaims any control. Rocket Communications neither previews content nor exercises editorial control; does not endorse any opinions or information accessed through any Service; and assumes no responsibility for content. Rocket Communications specifically disclaims any responsibility for the accuracy or quality of the information obtained using the Service. Such content or programs may include, without limitation, programs or content of an infringing, abusive, profane or sexually offensive nature. Customer and their authorized users accessing other parties' content through Customer's facilities do so at Customer's own risk, and Rocket Communications assumes no liability whatsoever for any claims, losses, actions, damages, suits or proceedings arising out of or otherwise relating to such content.

* (c) Damage, Loss or Destruction of Software Files and/or Data. Customer agrees that Customer uses the Services and Equipment supplied by Rocket Communications at its sole risk. Rocket Communications does not manufacture the Equipment, and the Services and Equipment are provided on an "as is basis" without warranties of any kind. Rocket Communications assumes no responsibility whatsoever for any damage to or loss or destruction of any of Customer's hardware, software, files, data or peripherals which may result from Customer's use of any Service. Rocket Communications does not warrant that data or files sent by or to Customer will be transmitted in uncorrupted form or within a reasonable period of time.

* (d) Unauthorized Access. If Customer chooses to run or offer access to applications from its equipment that permits others to gain access through the Network, Customer must take appropriate security measures. Failing to do so may cause immediate Termination of Customer's Service by Rocket Communications without liability for Rocket Communications. Rocket Communications is not responsible for and assumes no liability for any damages resulting from the use of such applications, and Customer shall hold Rocket Communications harmless from and indemnify Rocket Communications against any claims, losses, or damages arising from such use. Rocket Communications is not responsible and assumes no liability for losses, claims, damages, expenses, liability, or costs resulting from others accessing the Customer's computers, its internal network and/or the Network through Customer's equipment, and Customer shall hold Rocket Communications harmless from and indemnify Rocket Communications against any such claims, losses, or damages to the full extent arising from such access.

* (e) Force Majeure Event. Customer agrees that Rocket Communications shall not be liable for any inconvenience, loss, liability or damage resulting from any failure or interruption of Services, directly or indirectly caused by circumstances beyond Rocket Communications' control, including but not limited to acts of war or terrorism, criminal, illegal or unlawful acts, natural

causes, mechanical or power failures, or any order, law or ordinance in any way restricting the operation of the Services. Indemnification In addition to its specific indemnification responsibilities set forth elsewhere in this Service Agreement and as permissible under applicable law, Customer agrees, at its own expense, to indemnify, defend and hold harmless Rocket Communications and its directors, employees, representatives, officers and agents, (the "Indemnified Parties") against any and all claims, liabilities, lawsuits, damages, losses, judgments, costs, fees and expenses incurred by Rocket Communications Indemnified Parties, including but not limited to, reasonable attorneys' fees and court costs incurred by Rocket Communications Indemnified Parties under this Service Agreement, to the full extent that such arise from Customer's misrepresentation with regard to or noncompliance with the terms of this Service Agreement and any or all Service Agreements, Customer's failure to comply with applicable law, and/or Customer's negligence or willful misconduct. Rocket Communications Indemnified Parties shall have the right but not the obligation to participate in the defense of the claim at Customer's cost and Customer agrees to cooperate with Rocket Communications Indemnified Parties in such case.

Title

Title to the Equipment shall remain with Rocket Communications during the applicable Service Period. Customer shall keep that portion of the Equipment located on Customer Premises free and clear of all liens, encumbrances and security interests. Upon Termination of Service or expiration of a Service Agreement's Service Period for a specific site, Rocket Communications shall have the right to remove all Equipment components and/or leave any of such components in place, assigning title and interest in such components to the Customer, it being understood that no further notice or action is required to accomplish the assignment contemplated hereunder. Rocket Communications shall have the right to remove the Equipment and all components after such Termination. Compliance with Laws Customer shall not use or permit third parties to use the Services in any manner that violates applicable law or causes Rocket Communications to violate applicable law. Both parties shall comply with all applicable laws and regulations when carrying out their respective duties hereunder.

Privacy

Rocket Communications treats private communications on or through its Network or using any Service as confidential and does not access, use or disclose the contents of private communications, except in limited circumstances and as permitted by law. Rocket Communications also maintains a Privacy Policy with respect to the Services in order to protect the privacy of its customers. The Privacy Policy can be found on Rocket Communications website at www.rocketcommtech.com/about-us/. Customer represents and warrants that Customer has read the Privacy Policy and agrees to be bound by its terms. Customer expressly understands and agrees that the Privacy Policy may be updated or modified from time to time by Rocket Communications, with or without notice to Customer. General Customer Representations and Obligations Customer represents to Rocket Communications that Customer has the authority to execute, deliver and carry out the terms of this Service Agreement and associated Service Agreements. Customer also represents that any person who accesses any Services through Customer's equipment or through the Network facilities in Customer's Premises will be an authorized user, will use the Service, Network and/or Network facilities in an appropriate and legal manner, and will be subject to the terms of this Service Agreement and the

Acceptable Use Policy. Customer shall be responsible for ensuring that all such users understand the Service Agreement and the Acceptable Use Policy and comply with the terms. The Customer shall be responsible for all access to and use of the Service by means of the Customer's equipment, whether or not the Customer has knowledge of or authorizes such access or use. The Customer shall be solely liable and responsible for all charges incurred and all conduct through either authorized or unauthorized use of the Service, until the Customer informs Rocket Communications of any breach of security.

Rocket Communications expressly prohibits using the Service for the posting or transferring of sexually explicit images, material inappropriate for minors, or other offensive materials. By signing, Customer expressly acknowledges that Customer will not post or transfer or permit others to post or transfer such materials using the Service.

Notices

Any notices to be given under this Service Agreement shall be validly given or served only if in writing and sent by nationally recognized overnight delivery service or certified mail, return receipt requested, to the following addresses:

If to Rocket Communications:

Rocket Communications
PO Box 4191
Bartonville, IL 61607

If to Customer:

See Customer's Service Agreement.

Each party may change its respective address for legal notice by providing notice to the other party.

Miscellaneous

* (a) Entire Agreement. This Service Agreement and any related, executed Service Agreement(s) constitute the entire Agreement with respect to the Services, Network and Equipment. This Service Agreement supersedes all prior understandings, promises and undertakings, if any made orally or in writing by or on behalf of the parties with respect to the subject matter of this Service Agreement.

* (b) No Amendments, Supplements or Changes. This Service Agreement and the associated executed Service Agreement(s) may not be amended, supplemented or changed without both parties' prior written consent.

* (c) No Assignment or Transfer. The parties may not assign or transfer (directly or indirectly by any means, by operation of law or otherwise) this Service Agreement and the associated Service Agreement(s), or their rights or obligations hereunder to any other entity without first obtaining written consent from the other party, which consent shall not be unreasonably withheld, provided, however, that Rocket Communications may assign this Service Agreement and the associated executed Service Agreement(s) to affiliates controlling, controlled by or under common control with Rocket Communications, or to its successor-in-interest in the event Rocket Communications sells the underlying communications system, without Customer's consent.

* (d) Severability. If any term, covenant, condition or portion of this Service Agreement, any related, executed Service Agreement(s) shall, to any extent, be invalid or unenforceable, the

remainder of this Service Agreement, any related, executed Service Agreement(s), shall not be affected and each remaining term, covenant or condition shall be valid and enforceable to the fullest extent permitted by law.

* (e) Section Headings. The section headings are furnished for the convenience of the parties and are not to be considered in the construction or interpretation of this Service Agreement.

* (f) Governing Law. This Service Agreement and all matters arising out of or related to this Agreement shall be governed by the laws of the State of Illinois, without regard to conflicts of law provisions. Customer agrees that the federal and state courts of Illinois alone have jurisdiction over all disputes arising under this Agreement, and Customer consents to personal jurisdiction of those courts with respect to any disputes arising under this Agreement. **IN ANY AND ALL CONTROVERSIES OR CLAIMS ARISING OUT OF OR RELATING TO THIS AGREEMENT, ITS NEGOTIATION, ENFORCEABILITY OR VALIDITY, OR THE PERFORMANCE OR BREACH THEREOF OR THE RELATIONSHIPS ESTABLISHED HEREUNDER, CUSTOMER AND Rocket Communications EACH HEREBY WAIVES ITS RIGHT, IF ANY, TO TRIAL BY JURY.**

* (g) Jointly Drafted. Both parties hereby acknowledge that they participated equally in the negotiation and drafting of this Service Agreement and any related, executed Service Agreement(s) and that, accordingly, no court construing this Service Agreement and any related, executed Service Agreement(s) shall construe it more stringently against one party than against the other.

* (h) No Third Party Beneficiaries. The parties agree that the terms of this Service Agreement and the parties' respective performance of obligations as described are not intended to benefit any person or entity not a party to this Service Agreement, that the consideration provided by each party under this Service Agreement only runs to the respective parties hereto, and that no person or entity not a party to this Service Agreement shall have any rights under this Service Agreement nor the right to require the performance of obligations by either of the parties under this Service Agreement.

* (i) Waiver. Except as otherwise provided herein, the failure of Rocket Communications to enforce any provision of this Agreement shall not constitute or be construed as a waiver of such provision or of the right to enforce such provision.

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