



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 South Central Communications (SCC). A Cancellation Fee will apply to all accounts not completing the initial 12-month term. SCC may in its sole discretion terminate this agreement at any time. In the event SCC terminates this agreement for reasons other than breach of this agreement by the Customer, then SCC 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 SCC 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 – SCC will provide one wireless networking device for the customer to utilize the Managed WiFi service. All equipment provided by South Central Communications will remain property of SCC and must be returned in good working condition to SCC within two (2) weeks of disconnecting service or will be billed \$270.00 for the equipment. By signing up for service, Customer gives SCC permission to install service to Customer’s premises. If I am not the owner of the house, apartment or other premises upon which SCC Equipment and Services are to be installed, I warrant that I have obtained the consent of the owner of the premises for SCC personnel and/or its agents to enter the premises. I agree to indemnify and hold the SCC 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 SCC 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 SCC. This equipment may be purchased by the Customer in addition to the main wireless device provided by SCC 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 SCC. This includes but is not limited to all wireless related issues and equipment issues on the customer’s side of SCC’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 SCC support representative before placing the service call. Service requests that do not

meet these criteria will be billed at SCC'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 South Central Communications (SCC). A Cancellation Fee will apply to all accounts not completing the initial 12-month term. SCC may in its sole discretion terminate this agreement at any time. In the event SCC terminates this agreement for reasons other than breach of this agreement by the Customer, then SCC 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 SCC 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 – SCC will provide one wireless networking device for the customer to utilize the Managed WiFi service. All equipment provided by South Central Communications will remain property of SCC and must be returned in good working condition to SCC within two (2) weeks of disconnecting service or will be billed \$270.00 for the equipment. By signing up for service, Customer gives SCC permission to install service to Customer's premises. If I am not the owner of the house, apartment or other premises upon which SCC Equipment and Services are to be installed, I warrant that I have obtained the consent of the owner of the premises for SCC personnel and/or its agents to enter the premises. I agree to indemnify and hold the SCC 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 SCC 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 SCC. This equipment may be purchased by the Customer in addition to the main wireless device provided by SCC 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 SCC. This includes but is not limited to all wireless related issue and equipment issues behind SCC'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 SCC support representative before placing the service call. Service requests that do not meet these criteria will be billed at SCC'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 SCC 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.