

Coastal Telco Services Broadband and DSL Service Agreement

The following terms and conditions govern Coastal Telco Services' ("CTS") Broadband and DSL Services to the company or individual ("Customer") as described on the Service Application. In addition, all terms and conditions set forth in "Coastal Telco Services' Terms and Conditions for Service" (copy attached) apply to Broadband and DSL accounts.

Resale

Customer shall not resell or redistribute any portion of this access to a third party without prior permission from Coastal Telco Services.

E-mail Accounts

Broadband and DSL Service includes five e-mail accounts. Additional e-mail accounts are \$5.00 per month each.

IP Addresses

Broadband and DSL customers will receive one automatically assigned IP address. If a static IP address or more than one address is needed, please contact Coastal Telco Services.

Security

The Internet is a shared resource among customers. Because of this, there is a risk that the Customer could be subject to a variety of security breaches, including but not limited to eavesdropping and denial of service attacks. Other people may be able to access, monitor and/or tamper with Customer's files, data or other traffic sent or received using this Broadband and DSL connection, and/or negatively affect Customer's ability to use this service. Any information sent by Customer over the CTS network is sent at Customer's sole risk and CTS shall have no liability whatsoever for any claims, losses, actions, damages, suits or proceedings arising out of or otherwise relating to such actions by Customer.

Phone Filters

DSL can produce a high-pitched noise that can interfere with voice communications. Phones, fax machines and satellite TV receivers can also interfere with the DSL signal. Each device, except the DSL modem, on the same number as the DSL service should have a DSL filter to eliminate any interference.

Security Systems

Security or alarm systems can severely affect DSL service. Security systems require a special filter which can be obtained from your security system provider.

Federal Requirements

On January 4, 2018, the FCC released the "Restoring Internet Freedom" Order, which reverses much of the 2015 "Open Internet" Order. As of June 12, 2018, the Federal Trade Commission now requires Internet Service Providers to publicly disclose accurate information regarding any practices that involve blocking, throttling, or affiliated or paid prioritization.

Blocking: CTS does not block any end user access to sites or content. The only time CTS will engage in blocking will be in the case of a malicious cyber-attack on CTS network resources or customers.

Throttling: CTS does not throttle any end user access.

Affiliated Prioritization: CTS does not prioritize traffic on any shared network to benefit any affiliate

Paid Prioritization: CTS does not prioritize traffic on any shared network for any consideration, monetary or otherwise.

Charges for Broadband Service

Initialization Fee: 1-year contract \$100.00*
*If Broadband service is cancelled within one year, a \$99.00 fee will be billed to your account.

Monthly Rates: The rates for Broadband service are contained within your Service Application.

Reactivation Charge: \$25.00

A reactivation charge will be required to reactivate any disabled account, whether cancellation is initiated by Customer or by CTS for non-payment or any other breach of this Agreement or policy in this Agreement. This reactivation charge is in addition to any outstanding charges for Broadband service.

Charges for DSL Service

Initialization Fee: 1-year contract \$25.00*
*If DSL service is cancelled within one year, a \$99.00 fee will be billed to your account.

Monthly Rates: The rates for DSL service are contained within your Service Application

Reactivation Charge: \$25.00

A reactivation charge will be required to reactivate any disabled account, whether cancellation is initiated by Customer or by CTS for non-payment or any other breach of this Agreement or policy in this Agreement. This reactivation charge is in addition to any outstanding charges for DSL service.

DSL internet access is provided by CTS in conjunction with your local telephone company service.

Disconnection of your local telephone service will disable your DSL connection. Removal or termination of your local telephone service will terminate your DSL service.

Customer-Supplied Equipment

The customer shall supply network equipment that meets or exceeds the following requirements:

- Wireless router is recommended for Broadband and DSL
- CAT5 Ethernet cable
- DSL modem (for DSL service only)
- DSL phone filters (for DSL service only)

CTS has network equipment available for purchase.