



## BUSINESS SERVICES CUSTOMER TERMS AND CONDITIONS

*Customer and Advanced Communications, L.L.C., (“Advanced”) dba Centra IP Networks agree that these terms and conditions govern the services selected by the Customer on the Service Order. Services include Business Class commercial high-speed internet services (“Internet”) and Business Class commercial digital voice services, including enhanced voice, toll free and trunk services (“Voice”) (each a “Service” and collectively “Services”).*

*The terms and conditions in the “GENERAL TERMS AND CONDITIONS” section below are applicable to all Services. Additional terms and conditions may apply to the Internet and the Voice Service and should be reviewed in either the “ADDITIONAL TERMS APPLICABLE TO INTERNET SERVICE” section, or the “ADDITIONAL TERMS APPLICABLE TO VOICE SERVICE” section, as applicable.*

### GENERAL TERMS AND CONDITIONS

#### ARTICLE 1. DEFINITIONS

**Affiliate:** Any entity that controls, is controlled by or is under common control with Advanced Communications L.L.C.

**Terms and Conditions:** These terms and Conditions, as may be amended or changed from time to time by Advanced, which are applicable to and govern the Service Agreement.

**Equipment:** Any and all facilities, equipment or devices provided by Advanced or its authorized contractors at the Service Location(s) in connection with the Services including, but not limited to, terminals, wires, modems, lines, circuits, ports, routers, gateways, switches, channel service units, data service units, cabinets, and racks. Notwithstanding the above, inside telephone wiring, whether or not installed by Advanced shall not be considered Advanced Equipment.

**Confidential Information:** All information regarding either party’s business which has been marked or is otherwise communicated as being “proprietary” or “confidential”, or which reasonably should be known by the receiving party to be proprietary or confidential

information. Without limiting the generality of the foregoing, Confidential Information shall include, even if not marked, the Service Agreement, all Licensed Software, promotional materials, proposals, quotes, rate information, discount information, subscriber information, network upgrade information and schedules, network operation information (including without limitation information about outages and planned maintenance) and invoices, as well as the parties’ communications regarding such items.

**Customer-Provided Equipment:** Any and all facilities, equipment or devices supplied by Customer for use in connection with the Services.

**Licensed Software:** Computer software or code provided by Advanced or required to use the Services, including without limitation, associated documentation, and all updates thereto.

**Party:** Advanced or Customer; and in the plural, a reference to both companies.

**Service(s):** The Internet and Voice services provided by Advanced to Customer described in one or more Service Order(s). All Services are for commercial use only, except as otherwise expressly permitted herein.

**Service Commencement Date:** The date(s) on which Advanced first makes Service available for use by Customer. A single Service Order containing multiple Service Locations or Services may have multiple Service Commencement Dates.

**Service Order:** A request executed by Customer for Advanced to provide the Services to Service Location(s) submitted by Customer to Advanced (a) on a then-current Advanced form designated for that purpose or (b) if available, through an Advanced electronic order processing system.

**Service Agreement:** A Service Order submitted to Advanced executed by the Customer and accepted by Advanced.



**Service Location(s):** The Customer location(s) where Advanced provides the Services.

**Service Term:** The duration of time (commencing on the Service Commencement Date) that Services are ordered, as specified in a Service Order.

**Tariff:** A federal or state tariff and the successor documents of general applicability that replace such tariff in the event of de-tariffing.

**Termination Charges:** Charges that may be imposed by Advanced if, prior to the end of the applicable Service Term (a) Advanced terminates Services for cause or (b) Customer terminates Services without cause. Termination Charges with respect to each terminated Service Order shall equal, in addition to all amounts payable by Customer in accordance with Section 5.3, one hundred percent (100%) of the remaining monthly fees that would have been payable by Customer under the Service Order if the Services had been provided until the end of the Service Term. In the event the Service Agreement is terminated, as provided herein, during the initial Service Term, Termination Charges shall also include one hundred percent (100%) of any amount paid by Advanced in connection with Custom Installation, for the Services provided by Advanced under the Service Order.

## **ARTICLE 2. DELIVERY OF SERVICES**

**2.1 Orders.** Customer shall submit to Advance a properly completed Service Order to initiate Services to a Service Location(s). A Service Order shall become binding on the parties when (i) it is specifically accepted by Advanced either electronically or in writing, (ii) Advanced begins providing the Services described in the Service Order or (iii) Advanced begins Custom Installation (as defined in Section 2.7) for delivery of the Services described in the Service Order, whichever is earlier. When a Service Order becomes effective it shall be deemed a Service Agreement and shall be subject to these Terms and Conditions.

**2.2 Speed.** Advanced makes no representation regarding the speed of the Internet Service. Actual speeds may vary and are not

guaranteed. Many factors affect speed including, without limitation, the number of workstations using a single connection and the Customer's Internet provider.

**2.3 Access.** Customer, at no cost to Advanced shall secure and maintain all necessary rights of access to Service Location(s) for Advanced to install and provide the Services,. In addition, Customer shall provide an adequate environmentally controlled space and such electricity as may be required for installation, operation, and maintenance of the Advanced Equipment used to provide the Services. Upon reasonable notice from Advanced, Customer shall provide free ingress and egress to the Service Location(s) to Advanced and its authorized personnel.

**2.4 Service Commencement Date.** Upon installation and connection of the necessary facilities and equipment to provide the Services, or in the case of Voice, the day Voice Service is activated, Advanced shall notify Customer that the Services are available for use, and the date of such notice shall be called the "Service Commencement Date." Any failure or refusal on the part of Customer to be ready to receive the Services on the Service Commencement Date shall not relieve Customer of its obligation to pay applicable service charges.

**2.5 Advanced Equipment.** Advanced Equipment is and shall remain the property of Advanced regardless of where installed within the Service Location(s), and shall not be considered a fixture or an addition to the land or the Service Location(s). At any time Advanced may remove or change Equipment in its sole discretion in connection with providing the Services. Customer shall not move, rearrange, disconnect, remove, attempt to repair, or otherwise tamper with the Equipment or permit others to do so, and shall not use the Equipment for any purpose other than that authorized by the Service Agreement. Advanced shall maintain Equipment in good operating condition during the term of the Service Agreement; provided, however, that such maintenance shall be at Advanced's expense only to the extent that it is related to and/or resulting from the ordinary and proper use of the Equipment. Customer is responsible for damage to, or loss of, the Equipment caused by Customer's acts, omissions, and, or noncompliance with this Section, or by fire, theft or other casualty at the Service Location(s), unless caused by the negligence or willful misconduct of Advanced. Customer agrees not to take any action that would directly or



indirectly impair Advanced's title to the Equipment, or expose Advanced to any claim, lien, encumbrance, or legal process, except as otherwise agreed in writing by the Parties. Following discontinuance of the Services to the Service Location(s), Advanced retains the right to remove the Equipment including, but not limited to, that portion of the Equipment located within the Service Location(s). To the extent Advanced removes the Equipment, it shall be responsible for returning the Service Location(s) to its prior condition, wear and tear excepted.

**2.6 Customer-Provided Equipment.** Advanced shall have no obligation to install, operate, or maintain Customer-Provided equipment. Customer alone shall be responsible for providing maintenance, repair, operation and replacement of all inside telephone wiring and equipment and facilities on the Customer's side of the cable modem, route and/or coaxial input connection. All Customer-Provided equipment and wiring that Customer uses in connection with the Services must be fully compatible with the Services. Customer shall be responsible for the payment of all charges for troubleshooting, maintenance or repairs attempted or performed by Advanced employees or authorized contractors when the difficulty or trouble report results from Customer-Provided equipment.

**2.7 Engineering Review.** Each Service Order submitted by Customer shall be subject to an engineering review by Advanced. The engineering review will determine whether the cable plant must be extended, built or upgraded in order to provide the ordered Services at the requested Service Location(s), or whether Service installation has to be expedited to meet the Customer's requested Service Commencement Date ("Custom Installation"). Advanced will provide Customer written notification in the event Service installation at any Service Location will require an additional one-time installation fee ("Custom Installation Fee"). Customer will have five (5) days from receipt of such notice to reject the Custom Installation Fee and terminate, without further liability, the Service Order with respect to the affected Service Location(s).

**2.8 Administrative Web Site.** Advanced may, at its sole option, make one or more administrative web sites available to Customer in connection with Customer's use of the Services (each an "Administrative Web Site"). Advanced may furnish Customer with

one or more user identifications and/or passwords for use on the Administrative Web Site. Customer shall be responsible for the confidentiality and use of such user identifications and/or passwords and shall immediately notify Advanced if there has been an unauthorized release, use or other compromise of any user identification or password. In addition, Customer agrees that its authorized users shall keep confidential and not distribute any information or other materials made available by the Administrative Web Site. Customer shall be solely responsible for all use of the Administrative Web Site, and Advanced shall be entitled to rely on all Customer uses of and submissions to the Administrative Web Site as authorized by Customer. Advanced shall not be liable for any loss, cost, expense or other liability arising out of any Customer use of the Administrative Web Site or any information on the Administrative Web Site. Advanced may change or discontinue the Administrative Web Site, or Customer's right to use the Administrative Web Site, at any time. Additional terms and policies may apply to Customer's use of the Administrative Web Site. Additional terms and policies will be posted on the site.

### **ARTICLE 3. CHARGES, BILLING AND PAYMENT**

**3.1 Charges.** Customer shall pay Advanced one hundred percent (100%) of the Custom Installation Fee prior to the installation of Service. Customer further agrees to pay all charges associated with the Services, as set forth or referenced in the applicable Service Order(s) or invoiced by Advanced. These charges may include, but are not limited to installation charges, monthly recurring service charges, usage charges including without limitation charges for the use of Equipment, per-call charges, charges for service calls, maintenance and repair charges, and applicable federal, state, and local taxes, fees, surcharges and recoupments (however designated). Some Services such as measured and per-call charges, (as explained below in the Voice Additional Terms) may be invoiced after the Service has been provided to Customer. Except as otherwise indicated herein or on the applicable Service Order(s), monthly recurring charges for Internet Services shall not increase during the initial Service Term.



**3.2 Third-Party Charges.** Customer may incur charges from third party service providers that are separate and apart from the amounts charged by Advanced. These may include, without limitation, charges resulting from accessing on-line services, calls to parties who charge for their telephone based services, purchasing or subscribing to other offerings via the Internet or interactive options on Public View Video, Video, or otherwise. Customer agrees that all such charges, including all applicable taxes, are Customer's sole responsibility. In addition, Customer is solely responsible for protecting the security of credit card information provided to others in connection with such transactions.

**3.3 Payment of Bills.** Except as otherwise indicated herein or on the Service Order(s), Advanced will invoice Customer in advance on a monthly basis for all monthly recurring Service charges and fees arising under the Service Agreement. All other charges will be billed monthly in arrears. Customer shall make payment to Advanced for all invoiced amounts within thirty (30) days after the date of the invoice. Any amounts not paid to Advanced within such period will be considered past due. If a Service Commencement Date is not the first day of a billing period, Customer's next monthly invoice shall include a *prorated* charge for the Services, from the date of installation to the first day of the new billing. In certain cases, Advanced may agree to provide billing services on behalf of third parties, as the agent of the third party. Any such third-party charges shall be payable pursuant to any contract or other arrangement between Customer and the third party. Advanced shall not be responsible for any dispute regarding these charges or the underlying contact or arrangement between Customer and such third party. Customer must address all such disputes directly with the third party.

**3.4 Partial Payment.** Partial payment of any bill will be applied to the Customer's outstanding charges in the amounts and proportions as solely determined by Advanced. No acceptance of partial payment(s) by Advanced shall constitute a waiver of any rights to collect the full balance owed under the Service Agreement.

**3.5 Payment by Credit Card.** Upon Customer's written request and Advanced's acceptance of such request, Advanced will accept certain credit card payments for charges generated under the Service Agreement. By providing Advanced with a credit card

number, Customer authorizes Advanced to charge the card for all charges generated under the Service Agreement, until (i) the Service Agreement is terminated as provided herein or (ii) Customer provides sixty (60) days prior notice that Advanced stop charging the credit card. Customer agrees to provide Advanced with updated credit card or alternate payment information on a timely basis prior to the expiration or termination of the credit card on file or in the event that Customer's credit card limit is or will be insufficient to cover payment. If Advanced is unable to charge Customer's credit card for any reason, Customer agrees to pay all amounts due, including any late payment charges or bank charges, upon demand by Advanced. Advanced may limit the option to pay by credit card to specific Services or may discontinue acceptance of credit card payments in whole or in part upon thirty (30) days prior notice to Customer.

**3.6 Credit Approval and Deposits.** Initial and ongoing delivery of Services may be subject to credit approval. Customer shall provide Advanced with credit information requested by Advanced. Customer authorizes Advanced to make inquiries and to receive information about Customer's credit history from others and to enter this information in Customer's records. Customer represents and warrants that all credit information that it provides to Advanced will be true and correct. Advanced, in its sole discretion, may deny the Services based upon an unsatisfactory credit history. Additionally, subject to applicable regulations, Advanced may require Customer to make a deposit (in an amount not to exceed an estimated two-month's charge for the Services) as a condition to Advanced providing the Services, or as a condition to Advanced continuing the Services. The deposit will not, unless explicitly required by law, bear interest and shall be held by Advanced as security for payment of Customer's charges. If Advance terminates Services to Customer, or if Advanced determines in its sole discretion that such deposit is no longer necessary, then the deposit will be credited to Customer's account or will be refunded to Customer, as determined by Advanced.

**3.7 Taxes and Fees.** Customer shall be responsible for the payment of any and all applicable local, state, and federal taxes or fees (however designated). Customer will be responsible to pay any Service fees, payment obligations and taxes that become applicable retroactively.



**3.8 Other Government-Related Costs and Fees.** Advanced reserves the right to invoice Customer for any fees or payment obligations in connection with the Services imposed by governmental or quasi-governmental bodies including, without limitation, applicable franchise fees (if any), regardless of whether Advanced or its Affiliates pay the taxes directly or are required by an order, rule or regulation of a taxing jurisdiction to collect them from Customer or these obligations include fees or other charges imposed on Advanced or its affiliates by any order, rule, or regulation, as well as fees or other charges that Advanced or its affiliates are required to collect from the Customer or to pay to others in support of statutory or regulatory programs. For example, Voice customers are charged a monthly regulatory recovery fee to help defray Advanced's contributions to municipal, state, and federal programs including, without limitation, universal service, telecom relay services for the visually/hearing impaired, and 911/E911 programs and infrastructure. This regulatory recovery fee is not a tax, and it is not government-mandated. Taxes and other government-related fees and surcharges may be changed with or without notice.

**3.9 Disputed Invoice.** If Customer disputes any portion of an invoice, Customer must pay the undisputed portion of the invoice and submit a written claim, including all documentation substantiating Customer's claim, to Advanced for the disputed amount by the invoice due date. The Parties shall negotiate in good faith to resolve the dispute. However, should the parties fail to mutually resolve the dispute within sixty (60) days after the dispute was submitted to Advance, all disputed amounts will become immediately due and payable to Advanced.

**3.10 Past-Due Amounts.** Any undisputed payment not made when due, including Termination Fees, will be subject to a reasonable late charge not to exceed the highest rate allowed by law on the unpaid invoice. If Customer's account is delinquent, Advanced may refer the account to a collection agency or attorney that may pursue collection of the past due amount and/or any Equipment that Customer fails to return in accordance with the Service Agreement in a court of competent jurisdiction in Hillsborough County, Florida. If Advanced is required to use a collection agency or attorney to collect any amount owed by Customer or any unreturned Advanced Equipment, Customer agrees to pay all reasonable costs of collection or other action, including attorneys' fees. The remedies set forth

herein are in addition to and not in limitation of any other rights and remedies available to Advanced under these Terms and Conditions or at law or in equity.

**3.11 Rejected Payments.** Except to the extent otherwise prohibited by law, Customer will be assessed a service charge up to the full amount permitted under applicable law for any check or other instrument used to pay for the Services that has been rejected or returned NSF by the bank or other financial institution.

**3.12 Fraudulent Use of Services.** Customer is responsible for all charges attributable to Customer with respect to the Services, even if incurred as the result of fraudulent or unauthorized use of the Services. Advanced may, but is not obligated to, detect or report unauthorized or fraudulent use of Services to Customer. Advanced reserves the right to restrict, suspend or discontinue providing any Service in the event of fraudulent use by Customer.

#### **ARTICLE 4. TERM**

**4.1 Service Agreement Term.** The term of a Service Agreement shall commence on the Service Commencement Date and shall terminate at the end of the stated Service Term. Unless otherwise stated in these terms and conditions, if a Service Order does not specify a term of service, the Service Term shall be one (1) year from the Service Commencement Date.

**4.2 Automatic Service Order Renewal.** Upon the expiration of any Service Term, each applicable Service Agreement shall automatically renew for successive periods of one (1) year each ("Renewal Term(s)"), unless otherwise stated in these terms and conditions or prior notice of non-renewal is delivered by either Party to the other at least thirty (30) days before the expiration of the Service Term or the then current Renewal Term, or in the case of Louisiana Customers, notice of non-renewal is delivered to Advanced within thirty (30) days following the expiration of the Service Term or the then current Renewal Term. Except as otherwise identified in the Service Agreement, at any time during initial Service Term and from time to time thereafter, Advanced may increase the charges for Voice Services subject to thirty (30) days prior notice to Customer. Effective at any time after the end of the initial Service Term and



from time to time thereafter, Advanced may modify the charges for Internet Services subject to thirty (30) days prior notice to Customer. Customer will have thirty (30) days from receipt of such notice to cancel the applicable Service without further liability. Should Customer fail to cancel within this timeframe, Customer will be deemed to have accepted the modified Service pricing.

#### **ARTICLE 5. TERMINATION OF SERVICE AGREEMENT**

**5.1 Termination for Convenience.** Notwithstanding any other term or provision in these Terms and Conditions, Customer shall have the right to terminate the Service Agreement, in whole or part, at any time during the Service Term upon sixty (60) days prior notice to Advanced, and subject to prior payment to Advanced of all outstanding amounts due for the Services, **INCLUDING ANY AND ALL APPLICABLE TERMINATION CHARGES, AND THE RETURN OF ANY AND ALL ADVANCED EQUIPMENT.**

#### **5.2 Termination for Cause.**

(a) If Customer is in breach of a payment obligation (including failure to pay a required deposit), and fails to make payment in full within ten (10) days after receipt of notice of default, or has failed to make payments of all undisputed charges on or before the due date on three (3) or more occasions during any twelve (12) month period, Advanced may, at its option, terminate the affected Service Agreement, suspend any Services, and/or require a deposit, advance payment, or other satisfactory assurances in connection with any or all Service Agreements as a condition of continuing to provide the Services. However, Advanced will not take any such action as a result of Customer's non-payment of a charge that is the subject of a timely billing dispute, unless the parties have reviewed the dispute and determined in good faith that the charge is correct.

(b) If either party breaches any material term of these Terms and Conditions and the breach continues without remedy for ten (10) business days after notice of default, the non-defaulting party may terminate for cause any Service Agreement materially affected by the breach.

(c) A Service Agreement may be terminated by Advanced immediately upon notice if the Customer has become insolvent or involved in liquidation or termination of its business, or adjudicated bankrupt, or been involved in an assignment for the benefit of its creditors, or is engaging in conduct relating to the Services which Advanced deems in its sole and absolute discretion to constitute a violation of law or public decency.

(d) Termination of a Service Agreement by either party does not waive any other rights or remedies that it may have under these Terms and Conditions.

#### **5.3 Effect of Expiration or Termination of the Service Agreement.**

Upon the expiration or termination of a Service Agreement for any reason: (i) Advanced may disconnect the applicable Service; (ii) Advanced may delete all applicable data, files, electronic messages, voicemail or other information stored on Advanced's servers or systems; (iii) if Customer has terminated the Service Agreement prior to the expiration of the Service Term for convenience, or if Advanced has terminated the Service Agreement prior to the expiration of the Service Term as a result of material breach by Customer, Advanced may assess and collect from Customer all applicable Termination Charges; (iv) Customer shall permit Advanced access to retrieve from the applicable Service Locations any and all Equipment (however, if Customer fails to permit access, or if the retrieved Equipment has been damaged and/or destroyed, normal wear and tear excepted, Advanced may invoice Customer for the full replacement cost of the Equipment, or in the event of minor damage to the retrieved Equipment, the cost of repair, which amounts shall be immediately due and payable); and (v) if used in conjunction with the terminated Service, Customer's right to use applicable Licensed Software shall automatically terminate, and Customer shall be obligated to return the Licensed Software to Advanced.

**5.4 Changes to these Terms and Conditions.** Advanced reserves the right to change or modify any of the terms and conditions contained herein at any time, in its sole discretion. You acknowledge and agree that it is your responsibility to review Advanced's website from time to time, to learn of any changes. Your continued use of the Services after the Terms and Conditions have been modified in any way, will constitute acknowledgement of the modified Terms and Conditions





and your consent to abide and be bound by all modifications. Also, Advanced may, in its sole discretion, immediately terminate or remove and Term or Condition, in whole or in part, in the event there is a material change in any law, rule, regulation, Force Majeure event, or judgment of any court or government agency, and that change affects Advanced's ability to provide the Services, in Advanced's sole and absolute discretion.

**ARTICLE 6. LIMITATION OF LIABILITY; DISCLAIMER OF WARRANTIES; WARNINGS**

**6.1 NEITHER PARTY WILL BE LIABLE TO THE OTHER FOR ANY INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE OR CONSEQUENTIAL DAMAGES, WHETHER OR NOT FORESEEABLE, OF ANY KIND INCLUDING BUT NOT LIMITED TO ANY LOSS OF REVENUE, LOSS OF USE, LOSS OF BUSINESS OR LOSS OF PROFIT, WHETHER SUCH ALLEGED LIABILITY ARISES IN CONTRACT OR TORT, PROVIDED, HOWEVER, THAT NOTHING HEREIN IS INTENDED TO LIMIT CUSTOMER'S LIABILITY FOR AMOUNTS OWED FOR THE SERVICES, FOR ANY EQUIPMENT OR SOFTWARE PROVIDED BY ADVANCED OR FOR EARLY TERMINATION CHARGES. EXCEPT AS OTHERWISE EXPRESSLY PROVIDED IN THESE TERMS AND CONDITIONS, THE ENTIRE LIABILITY OF ADVANCED AND ITS OFFICERS, DIRECTORS, EMPLOYEES, AFFILIATES, AGENTS, SUPPLIERS OR CONTRACTORS ("ASSOCIATED PARTIES") FOR LOSS, DAMAGES AND CLAIMS ARISING OUT OF THE DELIVERY OF THE SERVICES INCLUDING, BUT NOT LIMITED TO, DELAY IN THE INSTALLATION OF SERVICES OR THE PERFORMANCE OR NONPERFORMANCE OF THE SERVICES OR THE ADVANCED EQUIPMENT SHALL BE LIMITED TO A SUM EQUIVALENT TO THE APPLICABLE OUT-OF-SERVICE CREDIT. REMEDIES UNDER THESE TERMS AND CONDITIONS ARE EXCLUSIVE AND LIMITED TO THOSE EXPRESSLY DESCRIBED HEREIN.**

**6.2 THERE ARE NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE AND NON- INFRINGEMENT WITH RESPECT TO THE SERVICES, ADVANCED EQUIPMENT, OR LICENSED SOFTWARE. ALL SUCH WARRANTIES ARE HEREBY EXPRESSLY DISCLAIMED TO THE MAXIMUM EXTENT ALLOWED BY LAW. WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, ADVANCED DOES NOT WARRANT THAT THE SERVICES, ADVANCED EQUIPMENT, OR**

**LICENSED SOFTWARE WILL BE UNINTERRUPTED, ERROR-FREE, OR FREE OF LATENCY OR DELAY, OR THAT THE SERVICES, ADVANCED EQUIPMENT, OR LICENSED SOFTWARE WILL MEET YOUR REQUIREMENTS, OR THAT THE SERVICES, ADVANCED EQUIPMENT, OR LICENSED SOFTWARE WILL PREVENT UNAUTHORIZED ACCESS BY THIRD PARTIES.**

**6.3 ADVANCED MAKES NO WARRANTIES OR REPRESENTATIONS WITH RESPECT TO THE SERVICES, ADVANCED EQUIPMENT, OR LICENSED SOFTWARE FOR USE BY THIRD PARTIES.**

**6.4 IN NO EVENT SHALL ADVANCED, OR ITS ASSOCIATED PARTIES, SUPPLIERS, CONTRACTORS OR LICENSORS BE LIABLE FOR ANY LOSS, DAMAGE OR CLAIM ARISING OUT OF OR RELATED TO: (i) STORED, TRANSMITTED, OR RECORDED DATA, FILES, OR SOFTWARE; (ii) ANY ACT OR OMISSION OF CUSTOMER, ITS USERS OR THIRD PARTIES; (iii) INTEROPERABILITY, INTERACTION OR INTERCONNECTION OF THE SERVICES WITH APPLICATIONS, EQUIPMENT, SERVICES OR NETWORKS PROVIDED BY CUSTOMER OR THIRD PARTIES; OR (iv) LOSS OR DESTRUCTION OF ANY CUSTOMER HARDWARE, SOFTWARE, FILES OR DATA RESULTING FROM ANY VIRUS OR OTHER HARMFUL FEATURE OR FROM ANY ATTEMPT TO REMOVE IT.**

**6.5 DISRUPTION OF SERVICE.** Advanced shall not be liable for any inconvenience, loss, liability, or damage resulting from any interruption of the Services, under any circumstances, including, but not limited to, causes attributable to Customer or Customer's equipment; inability to obtain access to the Service Locations; loss of use of poles or other utility facilities; strike; labor dispute; riot or insurrection; war; explosion; malicious mischief; fire, flood, lightning, earthquake, wind, ice, extreme weather conditions or other acts of God; failure or reduction of power; or any court order, law, act or order of government restricting or prohibiting the operation or delivery of the Services.

**6.6 Customer's sole and exclusive remedies are as expressly set forth in these Terms and Conditions. Certain of the above exclusions may not apply if the state in which a Service is provided does not allow the exclusion or limitation of implied warranties or does not allow the limitation or exclusion of incidental or consequential**



damages. In those states, the liability of Advanced and its affiliates and agents is limited to the maximum extent permitted by law.

#### **ARTICLE 7. INDEMNIFICATION**

**7.1** Subject to Article 6, the Customer ("Indemnifying Party") will indemnify and hold harmless Advanced ("Indemnified Party"), its affiliates, officers, directors, employees, stockholders, partners, providers, independent contractors and agents from and against any and all joint or several costs, damages, losses, liabilities, expenses, judgments, fines, settlements and any other amount of any nature, including reasonable fees and disbursements of attorneys, accountants, and experts, arising from any and all claims, demands, actions, suits, or proceedings whether civil, criminal, administrative, or investigative (collectively, "Claims") of any third party relating to, resulting from or arising out of the negligence or willful act or omission of Indemnifying Party arising out of or related to the obligations and uses of Services, Equipment, and Licensed Software under the Service Agreement.

**7.2** The Indemnifying Party agrees to defend the Indemnified Party for any loss, injury, liability, claim or demand ("Actions") that is the subject of Article 7 hereof. The Indemnified Party agrees to notify the Indemnifying Party promptly, in writing, of any Actions, threatened or actual, and to cooperate in every reasonable way to facilitate the defense or settlement of such Actions. The Indemnifying Party shall assume the defense of any Action with counsel of its own choosing, but which is reasonably satisfactory to the Indemnified Party. The Indemnified Party may employ its own counsel in any such case, and shall pay such counsel's fees and expenses. The Indemnifying Party shall have the right to settle any claim for which indemnification is available; provided, however, that to the extent that such settlement requires the Indemnified Party to take or refrain from taking any action or purports to obligate the Indemnified Party, then the Indemnifying Party shall not settle such claim without the prior written consent of the Indemnified Party, which consent shall not be unreasonably withheld, conditioned or delayed.

#### **ARTICLE 8. SOFTWARE & SERVICES**

**8.1 License.** If and to the extent Customer requires the use of Licensed Software in order to use the Services supplied under any Service Order, Customer shall have a personal, nonexclusive, nontransferable, and limited license to use the Licensed Software in object code only and solely to the extent necessary to use the applicable Service during the corresponding Service Term. Customer may not claim title to, or an ownership interest in, any Licensed Software (or any derivations or improvements thereto) and Customer shall execute any documentation reasonably required by Advanced, including, without limitation, end-user license agreements for the Licensed Software. Advanced and its suppliers shall retain ownership of the Licensed Software, and no rights are granted to Customer other than a limited, non-exclusive license to use the Licensed Software under the terms expressly set forth in these Terms and Conditions.

**8.2 Restrictions.** Customer agrees that it shall not: (i) copy the Licensed Software (or any upgrades thereto or related written materials) except for emergency back-up purposes or as permitted by Advanced prior, express, written consent; (ii) reverse engineer, decompile, or disassemble the Licensed Software; (iii) sell, lease, license, or sublicense the Licensed Software; or (iv) create, write, or develop any derivative software or any other software program based on the Licensed Software.

**8.3 Updates.** Customer acknowledges that the use of the Services may periodically require updates and/or changes to certain Licensed Software resident in the Equipment or customer-provided Equipment. If Advanced has agreed to provide updates and changes, Advanced may perform such updates and changes remotely or on-site, at Advanced's sole option. Customer hereby consents to, and shall provide free access for, such updates deemed reasonably necessary by Advanced.

**8.4 Ownership of Telephone Numbers and Addresses.** Customer acknowledges that use of the Services does not give it any ownership or other rights in any telephone number or Internet/on-line addresses provided, including but not limited to Internet Protocol ("IP") addresses, e-mail addresses and web addresses.





**8.5 Intellectual Property Rights in the Services.** Title and intellectual property rights to the Services are owned by Advanced, its agents, suppliers or affiliates or their licensors or otherwise by the owners of such material. The copying, redistribution, reselling, bundling or publication of the Services, in whole or in part, without express prior written consent from Advanced or other owner of such material, is prohibited.

#### **ARTICLE 9. CONFIDENTIAL INFORMATION AND PRIVACY**

**9.1 Disclosure and Use.** All Confidential Information shall be kept by the receiving party in strict confidence and shall not be disclosed to any third party without the disclosing party's prior, express written consent. Notwithstanding the foregoing, such information may be disclosed (i) to the receiving party's employees, affiliates, and agents who have a need to know for the purpose of performing the Service Agreement, using the Services, rendering the Services, and marketing related products and services (provided that in all cases the receiving party shall take appropriate measures prior to disclosure to its employees, affiliates, and agents to assure against unauthorized use or disclosure); or (ii) as otherwise authorized by these Terms and Conditions. Each party agrees to treat all Confidential Information of the other in the same manner as it treats its own proprietary information, but in no case using a degree of care less than a reasonable degree of care.

**9.2 Exceptions.** Notwithstanding the foregoing, each party's confidentiality obligations hereunder shall not apply to information that: (i) is already known to the receiving party without a pre-existing restriction as to disclosure; (ii) is or becomes publicly available without fault of the receiving party; (iii) is rightfully obtained by the receiving party from a third party without restriction as to disclosure, or is approved for release by written authorization of the disclosing party; (iv) is developed independently by the receiving party without use of the disclosing party's Confidential Information; or (v) is required to be disclosed by law or regulation.

**9.3 Remedies.** Notwithstanding any other provision under these Terms and Conditions, Advanced shall be entitled to seek equitable

relief to protect its interests pursuant to this Article 9, including, but not limited to, injunctive relief.

**9.4 Monitoring.** Advanced shall have no obligation to monitor postings or transmissions made in connection with the Services, however, Customer acknowledges and agrees that Advanced and its agents shall have the right to monitor any such postings and transmissions from time to time and to use and disclose them in accordance with these Terms and Conditions, and as otherwise required by law or government request. Advanced reserves the right to refuse to upload, post, publish, transmit or store any information or materials, in whole or in part, that, in Advanced's sole discretion, is unacceptable, undesirable or in violation of any law or regulation.

#### **ARTICLE 9A: CUSTOMER PRIVACY POLICIES**

In addition to the provisions of Article 9, the privacy policy below applies to Advanced's handling of Customer confidential information. In the event of a conflict between the provisions of Article 9 and any provision of the privacy policy below, the applicable provision of the privacy policy shall prevail in the resolution of the conflict. A copy of Advanced's privacy policy is available on the company's website at: <https://www.centraip.com> (or any successor URL).

#### **9A.2 Privacy Note Regarding Information Provided to Third Parties:**

Advanced is not responsible for any information provided by Customer to third parties, and this information is not subject to the privacy provisions of these Terms and Conditions or the privacy policy of Advanced. Customer assumes all privacy and other risks associated with providing personally identifiable information to third parties via the Services.

#### **ARTICLE 10. PROHIBITED USES**

**10.1 Resale.** Except as otherwise provided in writing in the Service Agreement, Customer may not sell, resell, sublicense, assign, license, sublicense, share, provide, or otherwise utilize in conjunction with a third party (including, without limitation, in any joint venture or as



part of any outsourcing activity) the Services or any component thereof.

**10.2 Use Policies.** Customer represents, warrants and agrees that all uses of the Equipment and/or the Services are legal and appropriate. Specifically, Customer agrees to ensure that all uses by Customer or by any other person, company, or juridical entity ("User"), whether authorized by Customer or not, comply with all applicable laws, regulations, and written and electronic instructions for use. Advanced reserves the right to act immediately and without notice to terminate or suspend the Services and/or to remove from the Services any information transmitted by or to Customer or Users, if Advanced (i) determines that such use or information does not conform with the requirements set forth under these Terms and Conditions, (ii) determines that such use or information interferes with Advanced's ability to provide the Services to Customer or others, (iii) reasonably believes that such use or information may violate any laws, regulations, or written and electronic instructions for use; or (iv) reasonably believes that Customer's use of the Service interferes with or endangers the health and/or safety of Advanced personnel or third parties. Furthermore, the Services shall be subject to these Terms and Conditions and any additional policies concerning use of the Services, as posted on Advanced's web site(s) at: <https://www.advancedcomllc.com> (or any successor URL) or on another web site about which Customer has been notified, and all of these policies are incorporated into the Service Agreement by reference. Advanced may update the policies from time to time, and such updates shall be deemed effective immediately after the update is posted online, with or without actual notice to Customer. Accordingly, Customer should check the above web addresses (or the applicable successor URLs) on a regular basis to ensure that its activities conform to the most current version of the use policies. Advanced's action or inaction in enforcing acceptable use shall not constitute review or approval of Customer's or any other Users' use or information.

**10.3 Violation.** Any breach of this Article 10 shall be deemed a material breach of the Service Agreement. In the event of such material breach, Advanced shall have the right to restrict, suspend, or terminate immediately any or all Service Orders, without liability on the part of Advanced, and then to notify Customer of the action that Advanced has taken and the reason for such action, in addition

to any and all other rights and remedies under these Terms and Conditions.

#### **ARTICLE 11. SERVICE CREDITS**

**11.1 Credit Allowances.** Unless otherwise addressed in a Service Agreement, Advanced will allow a pro-rata credit against future payment of the net monthly recurring charge (exclusive of nonrecurring charges, other one-time charges, per call charges, measured charges, regulatory fees and surcharges, taxes, and other governmental and quasi-governmental fees) for a Service Interruption, except as specified below or as may otherwise be legally required ("Credit"). "Service Interruption" shall mean, solely and exclusively, a failure in Advanced's equipment in Advanced's operating facility that renders the Service unusable for transmission and reception. For the purposes of calculating a Credit allowance, the Service Interruption period begins when the Customer reports an interruption in the portion of the Service to Advanced, a trouble ticket is opened, and the Service is released to Advanced for testing and repair. The Service Interruption ends when the affected portion of the Service has been restored and Advanced has closed the trouble ticket. Service Interruption time does not include interruptions of less than thirty (30) minutes duration. Credits will be as follows:

##### Length of Service Interruption Amount of Credit

Each eight (8) hours = 1 full day

The total number of credit allowances per month shall not exceed the total monthly recurring charge for the affected Service. Credit allowances will not be made for less than \$5.00, unless required under applicable law. Service Interruptions will be aggregated for purposes of determining credit allowances. To qualify, Customer must request the Credit from Advanced in writing within five (5) days of the Service Interruption.

**11.2 Exceptions to Credit Allowances.** Except as otherwise provided herein, a Service Interruption shall not qualify for the Credits set forth herein if such Service Interruption is related to, associated with, or caused by A POWER FAILURE, AN EQUIPMENT FAILURE AT THE SERVICE LOCATION, OR A LACK OF INTERNET SERVICE, OR SCHEDULED MAINTENANCE EVENTS; CUSTOMER ACTIONS OR



INACTIIONS; FAILURE OF CUSTOMER-PROVIDED POWER OR EQUIPMENT; ANY THIRD PARTY NOT CONTRACTED THROUGH ADVANCED, INCLUDING, WITHOUT LIMITATION, CUSTOMER'S USERS, THIRD-PARTY NETWORK PROVIDERS; FAILURE OF ANY POWER, EQUIPMENT OR SERVICES PROVIDED BY CUSTOMER OR THIRD PARTIES; OR AN EVENT OF FORCE MAJEURE AS DEFINED HEREIN, UNLESS OTHERWISE PROVIDED UNDER APPLICABLE LAW. The remedies set forth in this Article 11 shall be Customer's sole and exclusive remedy for any Service Interruption, outage, unavailability, delay or other degradation in the Services.

#### **ARTICLE 12.**

N/A

#### **ARTICLE 13. MISCELLANEOUS TERMS**

**13.1 Force Majeure.** Neither party shall be liable to the other party for any delay, failure in performance, loss, or damage to the extent caused by force majeure conditions such as acts of God, fire, explosion, power blackout, cable cut, acts of regulatory or governmental agencies, unavailability of right-of-way, unavailability of services or materials upon which the Services rely, or other causes beyond the party's reasonable control, except that Customer's obligation to pay for Services provided shall not be excused. Changes in economic, business or competitive conditions shall not be considered force majeure events.

**13.2 Assignment and Transfer.** Neither Party shall assign any right, obligation or duty, in whole or in part, nor any other interest hereunder, without the prior written consent of the other Party, which shall not be unreasonably withheld. Any attempted assignment without written consent shall be void ab initio and of no legal effect. The foregoing notwithstanding, Advanced may assign the Service Agreement to any affiliate, related entity, or successor in interest without Customer's consent. In addition, Advanced may partially assign its rights and obligations hereunder to any party that acquires from Advanced all or substantially all of the assets of a network(s) that deploy Services to Customer. All obligations and

duties of either Party under the Service Agreement shall be binding on all successors in interest and assigns of such Party.

**13.3 Export Law and Regulation.** Customer acknowledges that any products, software, and technical information (including, but not limited to, services and training) provided pursuant to the Service Agreement may be subject to U.S. export laws and regulations, and any foreign use or transfer of such products, software, and technical information must be authorized under those regulations. Customer agrees that it will not use, distribute, transfer, or transmit the products, software, or technical information (even if incorporated into other products) except in compliance with U.S. export regulations. If requested by Advanced, Customer also agrees to sign written assurances and other export-related documents as may be required for Advanced to comply with U.S. export regulations.

**13.4 Notices.** Except as otherwise provided in Service Agreement, any notices or other communications contemplated or required shall be in writing and shall be given via personal delivery, overnight courier, or via U.S. Certified Mail, Return Receipt Requested. Notices to Customer shall be sent to the Customer billing address; notices to Advanced shall be sent to 503 E Jackson St PMB 115, Tampa, FL 33602 with an email copy to [Notices@centraip.com](mailto:Notices@centraip.com) Attn.: President & General Counsel. All such notices shall be deemed given and effective on the day when delivered by overnight delivery service or certified mail.

**13.5 Entire Understanding.** These Terms and Conditions and the applicable Service Agreement constitute the entire understanding of the Parties related to the subject matter hereof and supersede all prior agreements, proposals, representations, statements, or understandings, whether written or oral, concerning the Services or the Parties' rights or obligations relating to the Services. Any prior representations, promises, inducements, or statements of intent regarding the Services that are not expressly provided for in the Service Agreement or these Terms and Conditions are of no effect. Terms or conditions contained in any purchase order, or restrictive endorsements or other statements on any form of payment, shall be void and of no force or effect. Only specifically authorized representatives of Advanced may make modifications to the Service Order, the Service Agreement or these Terms and Conditions. No subsequent agreement among the parties concerning the Services



shall be effective or binding unless executed in writing by authorized representatives of both Parties.

**13.6 Tariffs.** N/A

**13.7 Construction.** In the event that any portion of these Terms and Conditions is held to be invalid or unenforceable, the parties shall replace the invalid or unenforceable portion with another provision that, as nearly as possible, reflects the original intention of the parties, and the remainder of these Terms and Conditions shall remain in full force and effect.

**13.8 Survival.** The rights and obligations of either party that by their nature would continue beyond the expiration or termination of these Terms and Conditions or any Service Agreement, including without limitation representations and warranties, indemnifications, and limitations of liability, shall survive termination or expiration of the Service Agreement.

**13.9 Choice of Law.** The law of the State of Florida shall govern the construction, interpretation, and performance of these Terms and Conditions and the Service Agreement, except to the extent superseded by federal law.

**13.10 No Third Party Beneficiaries.** These Terms and Conditions do not expressly or implicitly provide any third party (including users) with any remedy, claim, liability, reimbursement, cause of action, or other right or privilege.

**13.11 No Waiver.** No failure by either party to enforce any rights hereunder shall constitute a waiver of such right(s).

**13.12 Independent Contractors.** The Parties are independent contractors. Neither Party is an agent, representative, or partner of the other Party. Neither Party shall have any right, power, or authority to enter into any agreement for, or on behalf of, or incur any obligation or liability of, or to otherwise bind, the other Party. The Services the Service Agreement, including these Terms and Conditions shall not be interpreted or construed to create an association, agency, joint venture, or partnership between the Parties or to impose any liability attributable to such a relationship upon either Party.

**13.13 Article Headings.** The article headings used herein are for reference only and shall not limit or control any term or provision or the interpretation or construction thereof.

**13.14 Venue.** Any claims or disputes arising under or related to the subject matter of a Service Agreement, including these Terms and Conditions shall be filed in a court of competent jurisdiction in Hillsborough County, Florida.

**13.15 Negotiation; Mediation.** In the event of any dispute, claim, question, or disagreement arising from or relating to the Services, or a Service Agreement, the parties hereto shall use their best efforts to settle the dispute, claim, question, or disagreement. To this effect, they shall consult and negotiate with each other in good faith and, recognizing their mutual interests, attempt to reach a just and equitable solution satisfactory to both parties, including if mutually agreed, attending a mediation with a mutually acceptable mediator. Customer shall notify Advanced in writing within ten (10) days of any dispute or claim and provide copies of all documents pertaining to the dispute. Advanced agrees to respond to the Customer's enquiry within fifteen days of receipt of the Customer's notice. If the parties do not reach a mutually acceptable solution within a period of thirty (30) days following Advanced's receipt of Customer's written notice, either party may file suit in a court of competent jurisdiction as described in 13.14, above.

**13.16 JURY TRIAL WAIVER. CUSTOMER AND ADVANCED WAIVE, TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, ANY RIGHT TO A TRIAL BY JURY WITH RESPECT TO ANY CLAIM, DISPUTE, LOSS, DAMAGE OR LITIGATION DIRECTLY OR INDIRECTLY ARISING UNDER, OUT OF, OR IN CONNECTION WITH THE SERVICE AGREEMENT, OR THE SERVICES PROVIDED BY ADVANCED.**

-----  
**ADDITIONAL TERMS APPLICABLE TO INTERNET SERVICES**

**In addition to Articles 1 through 13 above, Article 15 is applicable to a request for Customer Domain Name registration:**

**ARTICLE 14: N/A**



**ARTICLE 14A: N/A**

**ARTICLE 15. DOMAIN NAME REGISTRATION.** If Customer submits a Service Order(s) for domain name registration services, the following terms shall also apply:

**15.1 Registration.** At the request of Customer, Advanced may agree to facilitate the registration of the Customer internet domain name ("Customer Domain Name") with a domain name registration service of Advanced's choosing, but only to the extent that Customer provides Advanced with all necessary information relevant to such registration. The domain name registration service will invoice Customer directly for all applicable registration fees, maintenance fees, and other applicable fees related thereto. Customer hereby acknowledges that Customer is entirely responsible for the payment of any and all such fees. Advanced does not represent that the Customer Domain Name will be available on an initial or ongoing basis. Further, Customer acknowledges that Customer, not Advanced, has ownership, control, and use of the Customer Domain Name. Further, Customer hereby agrees now and forever to release and to hold harmless Advanced, its employees, affiliates, agents, and contractors, from any and all losses, damages, rights, claims, and actions with respect to, or in any way arising from, the Customer Domain Name, the domain name registration service's removal of allocation or support for the Customer Domain Name. If Customer requires modification of the Customer Domain Name or additional related services, additional charges may apply from the relevant registration service and from Advanced for setup of the modification and/or additional related services.

**15.2 Sub-Domain Name.** Should Customer be unable to register a unique domain name, Advanced may grant upon Customer's written request and only for the term of the Service Order providing for such service, and only at Advanced's sole, absolute discretion, the limited, personal, and non-transferable right to specify and append a sub-domain name to Advanced's prescribed domain name, for the sole purpose of uniquely identifying Customer's e-mail address. Advanced does not represent that Customer's selected sub-domain name will be available. Customer receives no right of use or ownership to Advanced's domain name. Upon the termination of

the applicable Service Order, Customer shall surrender all rights, privileges and interest in and to the sub-domain name and Advanced's domain name.

-----  
**ADDITIONAL TERMS APPLICABLE TO VOICE SERVICES. In addition to provisions 1 THROUGH 13 above, the following Articles 16 through 20 are specifically applicable to Voice Services.**

**ARTICLE 16: USAGE BILLING**

16.1 Voice Service calling plans billed as a flat monthly fee may not include certain call types. These excluded call types will instead be charged on a per-call basis (e.g., operator services) or a measured basis (e.g., international calls). Generally, for billing purposes, a measured call begins when the call is answered by the called party or an automated answering device (such as an answering machine or fax machine); it ends when one of the parties disconnects the call.

16.2 Except as otherwise provided, Voice Service measured calls are recorded in whole minutes, with partial minutes rounded up to the next whole minute. If the computed charge for a measured call or for taxes or surcharges includes a fraction of a cent, the fraction is rounded up to the nearest whole cent.

16.3 Notwithstanding anything to the contrary herein, some providers (e.g., those involved in calls to foreign countries) charge for a completed call when the called party's line rings or after a certain number of rings. If such a provider charges Advanced or its Associated Parties, as if such a call were answered by the called party, Advanced will charge Customer for a completed call.

**ARTICLE 17: USE POLICY**

**17.1 Additional Use Restrictions.** Except as otherwise provided herein, Voice Service may only be used at Service Location(s) where such Service is installed by Advanced. Customer understands and acknowledges that if Customer attempts to install or use the Equipment or Voice Service at another location, Voice Service, including but not limited to 911/E911, may fail to function or may



function improperly. It will be considered a material violation of the Service Agreement if Customer moves Voice Service to another location without first notifying Advanced. Customer expressly agrees not to use Voice Service for auto-dialing, continuous or extensive call forwarding, telemarketing, fax broadcasting or fax blasting, or for any other use that results in excessive usage inconsistent with standard commercial calling patterns. If Advanced determines, in its sole discretion, that Customer's use of Voice Service is excessive or violates any terms hereunder, Advanced reserves the right, among other things, to terminate or modify Voice Service immediately and without notice.

#### **ARTICLE 17A: SERVICE LIMITATION**

**17A.1 Disruption of Service.** Customer acknowledges and understands that Voice Service will not be available for use under certain circumstances, including without limitation when the network or facilities are not operating or if normal electrical power to the MTA, ATA, or PBX or ALG is interrupted and such equipment does not have a functioning backup. Customer also understands and acknowledges that the performance of the battery backup is not guaranteed. If the battery backup does not provide power, Voice Services will not function until normal power is restored. Customer also understands that certain online features of Voice Service, where such features are available, will not be available under certain circumstances, including but not limited to the interruption of the Internet connection.

**17A.2 Provision of Service.** Voice Services are for commercial use only.

#### **ARTICLE 18: LIMITATIONS OF 911/E911; EMERGENCY CRITICAL LINES**

**18.1 Limitations.** Voice Services includes a 911/ Enhanced 911 function ("911/E911") that may differ from the 911 or Enhanced 911 function furnished by other providers. As such, it may have certain limitations. For example, the Services may cease operation during a power outage. By proceeding with the use of the Services, you assume all responsibility and risk of harm, loss, or damage, in the event that 911/E911 access fails, is not possible, or does not provide

the address, correct address, extension, or any other information to emergency authorities. CUSTOMER ACKNOWLEDGES AND ACCEPTS ANY LIMITATIONS OF 911/E911. **CUSTOMER ACKNOWLEDGES THAT CERTAIN SERVICES MAY NOT PROVIDE ACCESS TO 911/E911 OR TRANSMIT THE LOCATION OR EXTENSION IF THE CUSTOMER ATTEMPTS TO ACCESS 911/E911 IN AN EMERGENCY.**

**18.2 Correct Address.** In order for Customer's 911/E911 calls to be properly directed to emergency services, Advanced must have Customer's correct Service Location address. If Customer moves Voice Service to a different Service Location without Advanced's approval, 911/E911 calls may be directed to the wrong emergency authority, may transmit the wrong Service Location address, and/or Voice Service (including 911/E911) may fail altogether. Therefore, Customer must contact Advanced at least ten (10) days before moving Voice Service to a new Service Location. All changes in Service Location require Advanced's prior, written approval.

**18.3 Service Interruptions.** Customer acknowledges and understands that certain Voice Service use the electrical power in Customer's Service Location. If there is an electrical power outage, 911/E911 calling may be interrupted if the battery backup in the associated MTA, ALA or ALG is not installed, fails, or is exhausted after several hours. Furthermore, calls, including calls to 911/E911, may not be completed if Customer exceeds its Voice Service and equipment configuration calling capacity or if there is a problem with network facilities, including network congestion, network/equipment/power failure, or another technical problem.

**18.4 Suspension and Termination by Advanced.** Customer understands and acknowledges that Voice Service, including 911/E911, as well as all online features of Voice Service, where Advanced makes these features available, will be disabled if Customer's account is suspended or terminated.

**18.5 LIMITATION OF LIABILITY AND INDEMNIFICATION.** CUSTOMER ACKNOWLEDGES AND AGREES THAT NEITHER ADVANCED NOR ITS ASSOCIATED PARTIES WILL BE LIABLE FOR ANY VOICE SERVICE OUTAGE, INABILITY TO DIAL 911 USING THE SERVICES, AND/OR INABILITY TO ACCESS EMERGENCY SERVICE PERSONNEL. CUSTOMER AGREE TO DEFEND, INDEMNIFY, AND HOLD HARMLESS ADVANCED AND ITS ASSOCIATED PARTIES FROM ANY AND ALL





**CLAIMS, LOSSES, DAMAGES, FINES, PENALTIES, COSTS, AND EXPENSES (INCLUDING BUT NOT LIMITED TO REASONABLE ATTORNEY FEES) BY, OR ON BEHALF OF, CUSTOMER OR ANY THIRD PARTY OR USER OF THE VOICE SERVICES RELATING TO THE FAILURE OR OUTAGE OF THE SERVICES, INCLUDING THOSE RELATED TO 911/E911.**

**ARTICLE 19: N/A**

**ARTICLE 20: ADDITIONAL LIMITATIONS ON ADVANCED'S LIABILITY FOR VOICE SERVICE**

**20.1 Limitations on Advanced's Liability for Directories and Directory Assistance for Voice Service Customers.** THESE LIMITATIONS SHALL APPLY WHERE ADVANCED MAKES AVAILABLE AN OPTION TO LIST CUSTOMER'S NAME, ADDRESS, AND/OR TELEPHONE NUMBER IN A PUBLISHED DIRECTORY OR DIRECTORY ASSISTANCE DATABASE, AND ONE OR MORE OF THE FOLLOWING CONDITIONS OCCURS: (i) CUSTOMER REQUESTS THAT CUSTOMER'S NAME, ADDRESS AND/OR PHONE NUMBER BE OMITTED FROM A DIRECTORY OR DIRECTORY ASSISTANCE DATABASE, BUT THAT INFORMATION IS INCLUDED IN EITHER OR BOTH; (ii) CUSTOMER REQUESTS THAT CUSTOMER'S NAME, ADDRESS AND/OR PHONE NUMBER BE INCLUDED IN A DIRECTORY OR DIRECTORY ASSISTANCE DATABASE, BUT THAT INFORMATION IS OMITTED FROM EITHER OR BOTH; OR (iii) THE PUBLISHED OR LISTED INFORMATION FOR CUSTOMER'S ACCOUNT CONTAINS MATERIAL ERRORS OR OMISSIONS. IF ANY OF THE CONDITIONS IN (i), (ii) OR (iii) PERTAIN, THEN THE AGGREGATE LIABILITY OF ADVANCED AND ITS ASSOCIATED PARTIES SHALL NOT EXCEED THE MONTHLY CHARGES, IF ANY, WHICH CUSTOMER HAS ACTUALLY PAID TO ADVANCED TO LIST, PUBLISH, NOT LIST, OR NOT PUBLISH THE INFORMATION FOR THE AFFECTED PERIOD. CUSTOMER SHALL HOLD HARMLESS ADVANCED AND ITS ASSOCIATED PARTIES AGAINST ANY AND ALL CLAIMS FOR DAMAGES CAUSED OR CLAIMED TO HAVE BEEN CAUSED, DIRECTLY OR INDIRECTLY, BY THE ERRORS AND OMISSIONS REFERENCED ABOVE. FURTHERMORE, IF ADVANCED MAKES AVAILABLE DIRECTORY ADVERTISING SERVICES, NEITHER ADVANCED

NOR ANY OF ITS ASSOCIATED PARTIES WILL BE LIABLE FOR ANY ACTS, ERRORS, OR OMISSIONS RELATED TO SUCH DIRECTORY ADVERTISING.

**20.2 CUSTOMER INFORMATION.** Advanced and its suppliers reserve the right both during the term of the Service Agreement and upon its termination to delete Customer's call detail, data, files, or other information that is stored on Advanced's or its suppliers' servers or systems, in accordance with our storage policies. Customer understands and acknowledges that Advanced shall have no liability whatsoever as a result of the loss or removal of any such voicemail, call detail, data, files, or other information.

-----  
**ARTICLE 20A: ADDITIONAL TERMS APPLICABLE TO TOLL FREE SERVICES**

**In addition to Articles 1 THROUGH 13 and Articles 17 THROUGH 20, the following Article 20A is specifically applicable to Toll Free Services offered by Advanced:**

**20A.1 Authorization.** When ordering Toll Free Service, as set forth or referenced in each applicable Service Order Customer authorizes Advanced to act as its agent in initiating and provisioning such Toll Free Service.

**20A.2. Toll Free Charges**

- (a) Prices.** Toll Free Service is subject to the toll free pricing identified in the applicable Service Order.
- (b) Billing Increments.** Unless otherwise stated in a Service Order, usage-based charges will be billed on either a per-minute or per-message basis. Service calls invoiced on a per-minute basis will have an initial minimum call duration of one (1) minute, subsequent intervals of one (1) minute each, and will be billed by rounding to the next whole minute.



(c) **Rounding of Charges.** Advanced reserves the right to round up any and all invoice amounts to the nearest one (1) cent.

(d) **Provision of Service.** Toll Free Services are intended for commercial use only.

identifies and complies with all such applicable laws, and any failure to do so is a breach of the Service Agreement.

(c) Advanced will post only the main billing telephone number in the 911 database or databases using Customer's billing address as the Registered Location. Customer must notify Advanced at least five (5) days prior to moving the Trunk Service to another location. Customer acknowledges that if they move prior to providing such notice and a 911 call is placed using the Trunk Services, or if Customer when using Emergency Location Information numbers does not timely update their telephone system to account for internal moves, adds and changes, the E911 call taker may see incorrect or incomplete location information and the caller may need to confirm their actual location information to the call taker. Customer hereby releases and holds Advanced harmless from all liability or damages for 911 calls placed from anywhere other than the Registered Location and Customer assumes sole and absolute responsibility for updating 911 call takers with such information.

(d) Some businesses elect to make test calls to 911 from multiple stations to verify that the 911 call taker receives the desired location information and is able to call back one or more of the telephone numbers that they receive to confirm it rings to the station from which the 911 call was placed. If Customer chooses to do so, it agrees to obtain prior approval from the relevant emergency communications center and assumes all responsibility for the placement of such calls.

(e) **BY PROCEEDING WITH THE USE OF THE TRUNK SERVICES YOU ASSUME ALL RESPONSIBILITY AND RISK OF HARM, LOSS, OR DAMAGE, IN THE EVENT THAT 911 ACCESS FAILS, IS NOT POSSIBLE, OR DOES NOT PROVIDE THE ADDRESS, CORRECT ADDRESS, EXTENSION, OR ANY OTHER INFORMATION TO EMERGENCY AUTHORITIES.**

**20B.3 Recommended Battery Back-Up is NOT Included**

Customer acknowledges and understands that the Trunk Services use the electrical power from the Service Location. Customer understands and acknowledges that they may lose access to and use of the Trunk Services, including 911/E911, if electrical power to the

-----  
**ARTICLE 20B: ADDITIONAL TERMS APPLICABLE TO TRUNK SERVICES**

**In addition to provisions 1 THROUGH 13 and Articles 17 AND 20 above, the following Article 20B is specifically applicable to Trunk Services offered by Advanced:**

**20B.1 Limitation.** Subject to service availability, Customer may order Trunk Services.

**20B.2 911 Notice for Trunk Services.** Customer expressly acknowledges and agrees that it has reviewed, understands, and agrees to the terms set forth below.

**(a) CUSTOMER ACTION IS ESSENTIAL TO THE PROTECTION OF ITS EMPLOYEES AND OTHER USERS OF THE TRUNK SERVICES AS DESCRIBED BELOW.** Multi-line telephone systems, such as PBX systems, ordinarily only transmit the same, generic location information for all 911 calls placed from any handset connected to the PBX or other system. For example, in the case of a business with telephone extensions in three buildings and multiple floors in each building, the E911 call taker would only see the same main telephone number and location that the customer has identified, regardless of which station was used to place the call. **IF CUSTOMER DOES NOT TAKE ACTION AS DESCRIBED BELOW, FIRE, POLICE AND OTHER EMERGENCY RESPONDERS MAY BE DELAYED OR EVEN PREVENTED FROM TIMELY REACHING ITS LOCATION IN RESPONSE TO A 911 CALL.**

(b) Many states now require businesses using multi-line telephone systems to program their systems to transmit specific location information for 911 calls. Customer acknowledges and understands that it, and not Advanced, bears sole responsibility to ensure that it



Integrated Access Device (IAD), PBX switch, and/or handsets is interrupted and such devices are not supported by a working battery backup. Customer also understands and acknowledges that Advanced does not provide a battery backup for such devices and Customer is urged to arrange for their own backup power supply to these devices. In the event of a power outage, the duration of Trunk Service during a power outage using the Advanced Equipment installed to provide Trunk Service will depend on Customer's backup power choice. If the IAD is disconnected or removed and/or a battery is not charged, Trunk Service, including access to 911, will not be available. Customer acknowledges and agrees that in the event of a power failure, Advanced bears no responsibility for such loss of service.

#### **20B.4 Customer Responsibility for Telephone Equipment**

Customer is solely responsible for providing and maintaining working phone equipment and handsets, notifying and training its users regarding proper use of the system in accordance with applicable, including regulatory, requirements, and for any programming to its telephone system that may be necessary to enable direct dialing of N11 numbers such as 911 and to enable calls to be connected to new area codes. Customer also acknowledges and accepts that Advanced does not support seven-digit local calling even in areas of the country that still permit that option, and Customer will program its system as necessary to support ten-digit dialing for local calls. Advanced shall not be responsible to the Customer if changes in any of the facilities, operations or procedures of Advanced utilized in the provision of Trunk Service render any Customer-provided equipment, including but not limited to PBX equipment and handsets, obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance. Customer must arrange its customer-provided equipment to provide for the interception of assigned but unused station numbers. A call intercepted by the attendant will be considered to be completed and subject to a charge for the call. Customer acknowledges and agrees that Trunk Service is not compatible with alarm and security systems, certain medical monitoring devices, certain fax machines, and certain "dial-up" modems. Customer's attempt to use any such systems in connection with Trunk Services is solely at its own risk and customer acknowledges and agrees that Advanced shall not be liable for any

damages whatsoever for any non-operation or damage to such services or devices.

#### **20B.5 Trunk Service Charges.**

(a) **Prices.** Trunk Service is subject to the trunk service pricing identified in the applicable Service Order, and subject to the pricing lists and fees found at <https://www.centraip.com>

(b) **Billing Increments.** Unless otherwise stated in a Service Order, domestic long distance calls, and in-bound domestic calls to toll-free numbers associated with Trunk Services will be billed a per-minute or per-message basis. Service calls invoiced on a per-minute basis will have an initial minimum call duration of one (1) minute, subsequent intervals of one (1) minute each, and will be billed by rounding to the next whole minute. All other calls will be billed in accordance with the increments identified in the pricing lists and fees found at <https://www.advancedcomllc.com>. For purposes of this section, "domestic" means calls within the continental United States.

#### **20B.6 Service Level Agreement.**

Advanced's liability for any Total Service Interruption of its Trunk Services shall be limited to the amounts set forth in these Terms and Conditions.