

## Terms of Service for Wi-Five Broadband

### *What This Document Is*

This document is an agreement made between you and Wi-Five Broadband, PO Box #2070 Forney, TX 75126, explaining the rights and responsibilities of Wi-Five's clients.

**PLEASE READ THESE TERMS OF SERVICE CAREFULLY.** By accessing or using our Service in any way you are agreeing to comply with these Terms of Service, including any documents, policies, and guidelines incorporated by reference (referred to collectively as the "Terms" or "Agreement"). Wi-Five may change or modify the Terms from time-to-time without notice other than posting the amended Terms on [www.wi-five.com](http://www.wi-five.com). The amended Terms will automatically be effective when posted on our website.

### *Definitions*

We have done our best to make this document and the other Wi-Five policies understandable. However, sometimes it is necessary to include strict legal language. The section headings are there for your convenience.

- "Client" or "you" means a person, corporation, or legal entity that contract to use the Wi-Five Service, agreeing to pay for service and installation of equipment.
- "User" means you and anyone else who uses the Wi-Five Service and Equipment at your location.
- "Service" means basic network access from your premises to the internet and transport of data via the wireless equipment provided by Wi-Five.
- "Equipment" means any Wi-Five supplied and owned equipment necessary to provide the Service.
- "Wi-Five" or "we" means Wi-Five Broadband, PO Box #2070 Forney, TX 75126.

### *Scope of This Agreement*

This Agreement shall be governed by, construed under, and enforced in accordance with, the laws of the state of Texas. In the event of a conflict between this Agreement and any applicable tariff, the tariff shall prevail. If any provision of this Agreement shall be held to be invalid or unenforceable, the validity and enforceability of the remaining provisions of this agreement shall not be affected thereby. This Agreement, which incorporates by reference the Wi-Five Acceptable Use Policy and Privacy Policy, embodies the entire agreement between the parties with respect to the subject matter hereof and supersedes all prior agreements and understandings, whether written or oral, and all contemporaneous oral agreements and understandings relating to the subject matter hereof. Wi-Five may amend the terms and conditions of this Agreement

at anytime by posting it online. This Agreement without limitation, but you may not assign this Agreement without Wi-Five's prior written consent. This Agreement shall be binding on the parties hereto and their respective personal and legal representatives, successors, and permitted assigns.

### *Your Responsibilities*

You agree to purchase internet service from Wi-Five, in accordance with the terms and conditions of this Agreement. You have certain responsibilities as a party to this agreement.

- You acknowledge that you accept this Agreement on behalf of yourself, your users, and all persons who use the Equipment and/or Service at the installed location.
- You have sole responsibility for ensuring that all other users understand and comply with the terms and conditions of this Agreement.
- You acknowledge and agree that you are solely responsible and liable for any and all breaches of the terms and conditions of this Agreement, whether such breach is the result of use of the Service and/or Equipment by you or by another user of your device.
- You agree to use your Wi-Five wireless broadband service from your own premises.
- You agree to obtain any required permits or landlord approval for the installation of Equipment on property not owned by you or subject to any restriction or building code provision requiring a building permit for such installation. Any fees relating to the termination of Service relating to landlord or building code disputes will be solely your responsibility.
- You agree to provide Wi-Five with accurate and complete billing information, including your legal name, address, and telephone number. If your address, phone number, name or other billing information changes, you will notify us of the changes within 30 days.
- By ordering and paying for a Wi-Five account, or by using the Wi-Five Service, you affirm that you are 18 years of age or older, or that you have parental or guardian consent to use the service.

### *Defaulting on Your Responsibilities*

"Default" means failure on your part to comply with this Agreement. This includes getting behind on payments and breaking the provisions of this Agreement or the associated policies, but is not limited to these situations. If you default, Wi-Five may, at its discretion alone, temporarily suspend or permanently close some or all of your Service.

**Suspending or closing your service does not limit Wi-Five's remedies or incur any liability to you; that is, you will not be credited for down time if you lose access because you defaulted.**

If you use your own equipment with Service provided by Wi-Five in violation of any of the provisions of this Agreement, Wi-Five will notify you and take such action as is necessary for the protection of the Service for use by its other clients. This may include discontinuing your Service. **Wi-Five will charge a reconnect fee for any discontinued Service that is subsequently reconnected.**

### *Wi-Five's Responsibilities*

Wi-five has certain responsibilities as a party to this agreement.

- We agree to provide you with the Service and the Equipment, providing that you comply with all of the terms and conditions of this Agreement. We also agree to maintain the Equipment, and repair or replace it as necessary.
- We will do our best to provide uninterrupted Internet connectivity; however, like any other service provider, the Service may experience temporary slowdowns or interruptions caused by:
  - Overload
  - Abuse
  - Equipment modifications, upgrades, relocations, repairs, and similar activities necessary for the proper operation of the Service
  - Disasters (please read about "force majeure")
  - As a Wi-Five client, you are entitled to technical support for the Wi-five provided Equipment or Service via phone or email. We cannot provide technical support for operations systems, your personal hardware, or software not provided by Wi-Five.
  - If Wi-Five wireless broadband Service cannot be made to work at your location because of distance, hills, trees, or any other cause, we reserve the right to resign the account. Wi-Five incurs no liability if the location proves impossible to provide adequate Service. In such situations, the equipment must be returned in good condition.

### *Force Majeure (Disasters, Etc.)*

Neither you nor Wi-Five is liable for any delay or failure in performance of any part of this Agreement caused by any event beyond your/our control and without your/our fault or negligence. These events include, but are not limited to, the kinds of situations known legally as "Force Majeure". Force Majeure refers to a number of situations that could affect you and Wi-Five in performing your obligations:

- Acts of civil or military authority
- Terrorist acts
- Nuclear accidents
- Inability to secure transportation facilities, hardware or software products, or services of other persons
- Government regulations
- Riots
- Strikes
- Acts or omissions of transportation or common carriers
- Embargoes
- Insurrections
- Extended power blackouts
- Natural disasters
- Epidemics
- Fires
- Severe weather conditions
- Environmental disturbances
- War
- Explosions
- Legal and/or regulatory constraints

If a Force Majeure condition occurs, the party injured by the other party's inability to perform has two options. The injured party has 30 days to choose which one, but must inform Wi-Five (or vice versa) of the selection within the 30 days or the second option goes into effect.

- You or Wi-Five, whichever is the injured party, may terminate the Agreement if such Force Majeure condition results in a delay or failure to perform which continues for more than 30 days.
- You or Wi-Five, whichever is the injured party, may suspend the Service for the duration of the delaying cause and buy or sell a similar service. You may deduct the time you have contracted for with some other provider from the time you contracted with Wi-Five. Then, after the emergency is over, you may resume Wi-Five service under your original agreement.

#### *Paying for Your High-Speed Broadband Internet*

Monthly rates and other fees and charges associated with the Service and Equipment will be paid in full by the client. This includes applicable sales taxes as established from time to time by Wi-Five. Wi-Five reserves the right to modify the rates, fees, and charges at any time. You will be notified of price changes at least 30 days before the

new rate takes effect. You acknowledge that you may incur additional charges while using the Service. For example, if you make purchases over the internet, those transactions are between you and the seller, and have nothing to do with your relationship with Wi-Five.

### *Payment*

You will be sent a statement either by email or mail every month, or your credit card will be charged automatically, depending on your billing preferences. It is your responsibility to check your email and mailing address on file for billing information and Wi-Five announcements. **If you do not receive a statement, you are still responsible for remitting payment by the due date, as the amount and due date of payment remains the same from month to month.** Payment will be deemed made when received by Wi-Five.

If the payment is more than five days late, the Service can be automatically suspended by Wi-Five's billing software and a late fee of up to \$25 will be added to the account. If payment has not been received in ten business days, we reserve the right to resign the account but payment will still be required for the ten days. A service charge of \$25 will be assessed for each check that is returned to Wi-Five for insufficient funds.

If you believe that Wi-Five has charged your account in error, you must contact us by email at [accounting@wi-five.com](mailto:accounting@wi-five.com) or call us at 469-447-4076 within 90 days of the invoice or transaction date of the charge. Refunds or adjustments will not be given for any charges more than 90 days old.

### *Term*

This Agreement becomes effective on the date on which you order Wi-Five Service. However, you will not be charged until your service is installed. This Agreement remains in effect until your Wi-Five account is closed by you (via written cancellation sent by mail or email at least 30 days prior to termination date) or by Wi-Five.

### *Credit for Down Time*

Although we intend to maintain your connectivity at all times, you have the right to be credited if through our negligence you lose connectivity via Wi-Five for more than 24 consecutive hours. In such a case, we will credit you with 1/30 of the monthly charge for each 24 hour period from the time of notice of interruption until Service is restored.

- To receive credit, you must notify the Wi-Five office that your service is not working within five business days.
- You will not be credited for problems in the Service caused by your own or others' negligence or willful act or for problems caused by weather or disaster-

like situations (see Force Majeure). “Willful acts” include system failures caused by viruses, “hacking”, “cracking”, “snooping”, and other forms of remote malice.

- You will not be credited for loss of connectivity caused by technicians working to modify or repair Wi-Five’s equipment.
- You will not be credited for interruptions of service less than 24 hours long.
- **You will not be credited for not using your Service.**

### *Deposit*

A deposit may be required, we reserve the right to collect a deposit from any client as security for the performance of all of your obligations under this agreement. The deposit will only be returned if the account is closed with a zero (\$0) balance.

### *Contract Terms*

If you terminate this Agreement anytime after the initial thirty (30) day period, but before the expiration of your contract, you will be required to pay a lump sum of \$200 or the remaining balance of the contract, whichever is least expensive, plus any additional fees for disconnection and removal of equipment. If your use of the Service is terminated by Wi-Five for violation of the Agreement, you shall immediately pay the sum equal to the current balance, including any applicable fees and the remaining balance of the contract.

### *Computer Equipment*

You are solely responsible for your own equipment used with the Wi-Five Service; including, but not limited to, computers, routers, televisions, switches, gaming systems, phone systems, etc. For this agreement to be valid, your computer must meet minimum requirements (as determined solely by Wi-Five).

- Your equipment must be technically and operationally compatible with the Service. **Wi-Five’s responsibility for your internet connectivity stops at the downstream end of the Equipment.** You are responsible for providing equipment capable of receiving and transmitting electronic data through a standard port.
- Your equipment must be compliant with applicable Federal Communications Commission rules and regulations.

### *Home Networks*

You may access the internet via Wi-Five from secondary computers on a home network within the limits of the Acceptable Use Policy. Your home network is not a part of your Wi-Five Service or Equipment. **By accepting this agreement, you explicitly acknowledge that Wi-Five will not provide technical support for equipment or software that is not part of the Wi-Five Service or Equipment.**

Allowing someone to connect to your home network from outside of your premises and use your Wi-Five service is strictly prohibited. If you do this, we will close your account. Giving someone outside the household your Wi-Five login name and password is called “account sharing” and is strictly prohibited.

#### *Backing up Your Data before Installation or Repair*

There is an extremely remote possibility that the installation, use, inspections, maintenance, repair, and removal of the Wi-Five Equipment may result in damage to your computer. You therefore agree to back up all existing computer files by copying them to another storage medium before installation of the Equipment. Wi-Five has no liability whatsoever for any damage, loss, or destruction of any of your equipment, software, files, data, or peripherals.

#### *Equipment Supplied by Wi-Five*

Wi-Five agrees to maintain the Equipment in working condition for the lifetime of this Agreement. In case of Equipment failure, Wi-Five will troubleshoot, diagnose, repair, or replace most Equipment within 24 hours; however, in some cases it may take longer than 24 hours to diagnose and repair.

All Equipment supplied by Wi-Five, except for any item that you buy and pay for in full, remains the property of Wi-Five. You do not have nor will you develop (by any payments, invoices, or otherwise) any equity, right, title, or other interest in or to the Equipment other than that of a renter. You may not mortgage, sell, transfer, lease, encumber, or assign all or part of the Equipment. If you lose, break, or turn the Equipment over to someone else you must pay Wi-Five the full retail cost of the repair or replacement. If Wi-Five spends money in the effort to get the Equipment back, you must also pay those costs.

**You will not modify, tamper with, or move the equipment.** If you need the equipment moved, call or send a request to Wi-Five and we will relocate the Equipment for you at a time that you and Wi-Five agree on. There is a fee of \$99 plus tax that will be added to your following month’s bill after we move your service. We hold the right to change the fee amount at any time.

If equipment, including network components, is moved or modified by anyone other than Wi-Five personnel (employed or contracted), and damage to the Equipment results so that Wi-Five personnel are called out to the location to repair or replace, you will be charged \$75.00. In addition, other charges specified in the Terms may apply. You authorize Wi-Five and its employees, agents, contractors, and representatives to enter your premises in order to install, maintain, inspect, repair, and remove the Equipment.

### *Closing Your Account*

To close your account with Wi-Five, you must notify us via email or letter 30 days in advance. To close your account, you must identify yourself to Wi-Five's satisfaction.

Wi-Five does not issue partial refunds for prepaid services less than six months long. For annual accounts: if you cancel your account within six months of your start-of-service date, you are liable for a \$150 early cancellation fee.

You agree that upon termination of this Agreement

- You will pay Wi-five in full for your use of the Equipment and the Service up to the effective date of termination of this Agreement or the date on which the Service and Equipment have been disconnected and returned to Wi-Five, whichever is later.
- You will not receive a refund if you terminate Service part-way through a month. If you have an annual prepaid Service, you will receive a refund for the part you did not use, excluding some possible charges determined by Wi-Five.
- **You will allow Wi-Five employees or contractors access to your premises to remove the Equipment. This may mean coming into the home and climbing on the roof.**
- When removing the Equipment, any piece of Equipment bolted to the roof of the premises will not be removed.
- You will return all of the Equipment to Wi-Five. Not returning the Equipment in good condition is considered a default.
- You will not receive a refund for your setup and installation fees, unless you cancel within the first thirty days.
- If your account is cancelled within the first thirty days, a refund is issued for the installation and first month fees only. Extras are not included in the refund price. Extras include poles larger than 20' and additional internal wiring (i.e., wall fish).

Upon cancellation or termination of your Service, Wi-Five has the right to remove all Equipment from your premise at any time. If all Equipment cannot be recovered, you will be charged a \$650 equipment fee.



### *Limitation of Liability*

IN NO EVENT SHALL WI-FIVE, ITS EMPLOYEES, OFFICERS, AND CONTRACTORS BE LIABLE FOR INTERRUPTIONS CAUSED BY FAILURE OF EQUIPMENT OR SERVICE NOT PROVIDED BY US, FAILURE OF COMMUNICATIONS, POWER OUTAGES, OR OTHER INTERRUPTIONS NOT WITHIN THE COMPLETE CONTROL OF WI-FIVE. WI-FIVE WILL NOT BE LIABLE FOR PERFORMANCE DEFICIENCIES CAUSED OR CREATED BY YOU OR YOUR USERS' EQUIPMENT. YOU AND YOUR USERS HEREBY RELEASE WI-FIVE FROM LIABILITY ARISING FROM ANY CONTENT ACCESS VIA THE SERVICE. WI-FIVE PERFORMANCE UNDER THIS AGREEMENT SHALL BE EXCUSED IN CASE OF LABOR DIFFICULTIES, GOVERNMENTAL ORDERS, CIVIL COMMOTIONS, ACTS OF GOD, OR OTHER CONDITIONS OR CIRCUMSTANCES BEYOND ITS REASONABLE CONTROL. WI-FIVE SHALL NOT BE LIABLE IF CHANGES IN OPERATION, PROCEDURES, OR SERVICE REQUIRE MODIFICATION OR ALTERATION OF YOUR OR YOUR USERS' EQUIPMENT, RENDER THE SAME OBSOLETE, OR OTHER WISE AFFECT ITS PERFORMANCE. IN NO EVENT SHALL WI-FIVE BE LIABLE FOR ANY INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES INCLUDING BUT NOT LIMITED TO LOSS OF PROFITS, LOSS OF BUSINESS OR BUSINESS OPPORTUNITIES, LOSS OF USE, ETC. THE LIABILITY OF WI-FIVE FOR ACTUAL PROVEN DAMAGES FOR ANY CAUSE WHATSOEVER, INCLUDING BUT NOT LIMITED TO ANY FAILURE OR DISRUPTION OF SERVICE, REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT OR IN TORT OR OTHERWISE, INCLUDING NEGLIGENCE, SHALL BE LIMITED TO AN AMOUNT EQUIVALENT TO CHARGES PAYABLE BY YOU UNDER THIS AGREEMENT FOR THE SERVICE DURING THE PERIOD SUCH DAMAGES OCCUR. WI-FIVE MAKE NO OTHER WARRANTIES OR REPRESENTATIONS EITHER EXPRESS OR IMPLIED, CONCERNING THE SERVICE, AND EXPRESSLY DISCLAIMS WARRANTIES OF FITNESS FOR A PARTICULAR USE OR PURPOSE, THE WARRANTY OF MERCHANTABILITY, AND ANY OTHER WARRANTY IMPLIED BY LAW. WITHOUT LIMITATION OF THE FOREGOING, WI-FIVE SHALL HAVE NO LIABILITY WHATSOEVER FOR ANY CLAIMS, LOSSES, ACTIONS, DAMAGES, SUITS, OR PROCEEDINGS ARISING OUT OF OUR OTHERWISE RELATING TO THE FOLLOWING CIRCUMSTANCES:

- Eavesdropping - Wi-Five uses an encryption technology to transmit data. Even so, there is a slight risk that you could be subject to "eavesdropping". This means that other parties may be able to access, monitor, and/or decode your traffic. This risk of eavesdropping exists not only over Wi-Five's network, but also on the internet and on all other electronic data networks. Because of this risk, you should refrain from sending any sensitive or confidential information (examples given below) over the network except via secure technologies such as SSL (secure encrypted web pages).
  - Credit card numbers
  - Other financial information
  - Medical information
  - Trade secrets

Any information you send out over the network is sent at your sole risk. Email is not secured unless encrypted and sometimes not even then.

- Home networks - Your home network is not part of your Wi-Five service. Any security risks associated with your wireless or wired home network are independent of the Service. Wi-Five has no responsibility for the security or operation of computer equipment other than the Wi-Five Equipment.
- FTP/HTTP service setup - If you install a FTP server or HTTP server on a computer connected to the Internet, other people may be able to gain access to your computer. If you run any such applications, you must take the appropriate security measures. Wi-Five reserves the right to limit the use of server software. Wi-Five has a right to claim economic damages if you violate the Wi-Five Terms or its associated policies and cause Wi-Five significant economic harm.

### *Indemnity*

You and your users shall indemnify and hold harmless Wi-Five from and against any loss, cost, claim, liability, damage, or expense (including reasonable attorney's fees) to third parties, relating to or arising from the use of the Service by you, your users, or others using your access, whether or not you know of or have authorized such access or use, including, without limitation, claims for libel, slander, invasion of privacy, infringement of copyright, patent infringement (where you or your users have used, connected, or combined the Service with the products or services of others), negligence, or torturous behavior.

### *Intellectual Property Ownership of Newly Developed Systems*

All past, present, and future computer programs, software, drawings, diagrams, specifications, and other materials licensed or developed by Wi-Five or its suppliers, in connection with delivering the Service, whether or not developed at your specific request, remain the property of Wi-Five. You do not acquire sublicense or rights in these items by virtue of this Agreement or the provision of the Service.

### *Service Marks and Trade Names*

Except as specifically set out in this Agreement, nothing in this Agreement shall grant, suggest, or imply any authority for you or Wi-Five to use the name, trademarks, service marks, or trade names of the other party for any purpose whatsoever. If either you or Wi-Five intend to use the other's corporate or trade name, logo, trademark, or service mark in any kind of published material, you must show the proposed use to the other party and get their approval in writing before you publish or release the material. This requirement covers advertising sales promotions, press releases, or other publicity matter relating to this Agreement.

*Enforcement*

**Wi-Five reserves the right to strictly enforce these Terms, including, without limitation, by issuing warnings, suspension, termination of Wi-Five Internet access, or by engaging in litigation and prosecution in any court or other appropriate venue. You will be responsible for any legal and collection fees incurred by yourself or Wi-Five.**