

CriticalLinc Terms and Conditions

In consideration of the parties' respective rights and obligations and other valuable consideration, Southern Linc ("our", "us" or "we") and Customer ("you" or "your") (collectively, the "parties" and each individually a "party") agree to be bound by this CriticalLinc Customer Agreement, which consists of (i) the order page or form (whether electronic or otherwise) with which you order services and/or equipment (your "Order Form"), (ii) the supplemental terms and conditions ("Additional Terms"), Acceptable Use Policy, and Privacy Policy (collectively, the "Attachments"), all of which may be found on www.southernlinc.com and incorporated herein by this reference, (iii) and these Terms and Conditions ((i), (ii) and (iii) collectively referred to as the "Agreement"). Section references, unless otherwise indicated. (together with the terms "herein", "hereof" and similar adverbs) refer to sections of these Terms and Conditions.

1. Acceptance. All sales to you of routers, modems, handsets and other data equipment or accessories ("Equipment") and wireless telecommunications services, data services, wireless content, applications and software ("Services") for voice and data communications are made under the terms and conditions herein. Your placement of an order, acceptance of or payment for Equipment or Services will constitute acceptance of these terms. Equipment also includes, without limitation, any routers, modems, handsets and other data equipment or accessories provided by you in connection with your receipt of Services (see Section 15 "Bring Your Own Equipment"). If you purchase certain Equipment, applications, features or software, you are subject to and agree to be bound by the Additional Terms as applicable to said purchase available at www.southernlinc.com.

2. Services. Services are provided utilizing our regional CriticalLinc Long-Term Evolution (LTE) network ("System"). We may provide you Services to use on the Equipment for the selected plan, features and data as specified on the Order Form, as further detailed on our website at www.southernlinc.com, or as otherwise agreed by the parties in writing. COVERAGE IS ONLY AVAILABLE IN THE OPERATING RANGE OF THE SYSTEM AS DEPICTED ON OUR COVERAGE MAPS (available at www.southernlinc.com). The primary use of your Equipment must be for purposes within our System (see Section 14 "Customer Covenants").

a. Roaming. Your Equipment may connect to another provider's network ("Roaming"). Roaming may happen even if you are in our coverage area. You must check your Equipment to determine if you are Roaming. Your Use of Services when Roaming is dependent upon the Roaming provider's support of applicable network technology and functionality. Availability and quality of coverage, and access to Services while Roaming are not guaranteed by us. We may limit or terminate your Service, in addition to other remedies and at our sole discretion, if your use of Roaming violates our Acceptable Use Policy (available at www.southernlinc.com/privacy).

b. Wi-Fi Calling. Your handset may be capable of Wi-Fi calling, which allows you to connect and complete voice calls over a Wi-Fi network, though log-in credentials for Wi-Fi access may be required and your handset may not transition between Wi-Fi networks and our System. By enabling the Wi-Fi calling feature, you are deemed to have agreed to its limitations and to do so you must register an emergency address ("Emergency Address") within the voice over Wi-Fi settings on your device. This Emergency Address may be used to help locate you when you call 911 over Wi-Fi. You must keep your Emergency Address up to date. Additional terms and conditions applicable to (and other information about) using 911 services with your Wi-Fi calling, are set forth in Section 9 "Emergency Service (911)".

c. Mobile Hotspot. Your handset, router, modem, or other data equipment (whether fixed or mobile) may be capable of serving as a "Mobile Hotspot"; this feature lets other devices access the Internet through your network connection (such use referred to as "Tethering"). You may activate this Mobile Hotspot capability for an additional monthly fee on your Order Form or by calling Customer Solutions. Handsets enabled with Wi-Fi calling may connect and complete calls using your Mobile Hotspot, subject to "log-in credentials" for network access may be required. Additionally, while we permit Tethering pursuant to the applicable terms and conditions of this Agreement, significant Tethering can affect network performance. To mitigate degradation in network capacity and performance, on-device Services without Tethering may have better response time and faster speeds than use with Tethering Services. For more information about using 911 services with your Mobile Hotspot, see Section 9 "Emergency Service (911)". Mobile Hotspot is subject to additional terms and conditions, which are available at www.southernlinc.com/privacy.

d. Public IP Addresses. We may provide you with access to public internet protocol (IP) addresses ("Public IP Addresses"). All such access to Public IP Addresses shall be subject to additional fees, an additional signed agreement, and applicable laws and regulations.

3. Network Management. To provide the best possible user experience for all customers, we have established certain network management practices to assure that our network resources are used for the benefit of all customers especially during periods when network demand exceeds available network resources. Among other network resource management practices, the System generally prioritizes voice calls over data transmissions by design, promoting quality voice services. Furthermore, the System is not designed to handle programs, systems, applications, or other usage that drive continuously heavy traffic or data sessions, and such use is prohibited because it would impair System functionality and delivery of service to you and other customers, as further detailed in our Acceptable Use Policy available at www.southernlinc.com/privacy. As a part of these network management practices, we reserve the right to reduce your data speeds during times of network congestion, network management optimization, or if you exceed certain data usage amounts in a given month. Reduced speeds and increased latency may affect the performance of data-heavy activities. The degree of reduced speeds and increased latency will

vary and the performance impact for affected customers may also vary significantly. Additional terms regarding our network management practices to which you are subject are set forth at www.southernlinc.com/privacy.

4. Equipment. If Equipment is purchased by you, you will pay the charges for any Equipment (whether new or reconditioned) described on the Order Form, plus shipping and any applicable tax. We are a reseller of Equipment and do not warrant any Equipment directly. We may pass-through any available manufacturers' warranties which apply to your Equipment and/or terms and conditions related to use of such Equipment that you purchased from us, all subject to the Additional Terms set forth at www.southernlinc.com. Your sole and exclusive remedy for any Equipment failure shall be the remedies provided by the manufacturer in connection with the aforementioned pass-through warranties.

5. Payment and Collection. You shall pay us all amounts due under this Agreement (including, without limitation, amounts due for any Services, Equipment, and any other charges) by the payment due date shown on your invoice. You shall also pay us for any expenses we incur in collecting amounts due under this Agreement, including court costs and reasonable attorneys' fees. As a condition of receiving Services or Equipment, you must provide us with a valid email address to which you hereby authorize us to send your invoice. If you fail to provide us with a valid email address for invoicing, we may disconnect any Services without prior notice to you. Notwithstanding the prior two sentences, you may opt to receive a paper invoice, for an additional fee, by contacting Customer Solutions at 1-800-818-5462. You may update your email address at <http://www.southernlinc.com> or by contacting Customer Solutions by phone at 1-800-818-5462. You hereby give your consent to us and to our agents to contact you via email, any Southern Linc number you have and any other phone number provided to us to contact you about your account status or as otherwise permitted by law, including but not limited to, collecting amounts due, using prerecorded or live calls, emails and calls or messages delivered by an automatic telephone dialer system. You will pay any federal, state, and local transactional taxes, fees or surcharges based on the place of primary use set forth on the Order Form, including, without limitation and as applicable, universal service fees, 911 surcharges, gross receipt taxes, as well as fees related to sales, mobile communications services, activation, and regulatory cost recovery (subject to change, legal or otherwise). If a place of primary use is not provided, we may refuse to sell you Equipment or Services.

If you believe your invoice is incorrect, you must notify us of your dispute within 30 days from the date of the first invoice containing your dispute or waive your right to that dispute. We require written notification of any disputes to the attention of Customer Accounting at the address in Section 22. All charges, disputed or undisputed, must be paid by the statement due date. Upon review, if we agree with your dispute, such charges will be refunded to you either as a credit on the invoice following our resolution of the dispute or (if this Agreement has been terminated) by check mailed to the address given to us by you. **YOU HAVE RIGHTS TO DISPUTE YOUR INVOICE AND TO RECEIVE CERTAIN INFORMATION UNDER THE FEDERAL COMMUNICATION COMMISSION ("FCC") TRUTH-IN-BILLING REGULATIONS. See 47 C.F.R. §64.2401(b) and <https://www.fcc.gov/general/truth-billing-policy>. Please note that failure to pay charges for SERVICES when due will result in Service suspension or disconnection. Please contact the toll free number on your invoice if you have any questions or wish to contest any charges.**

6. Dishonored Check Charge; Re-connect Fees; Deposits. If any check or similar instrument that you remit to us in payment of charges owing under this Agreement is not paid or is dishonored by a financial institution, you will pay us a fee of \$25 or the maximum amount allowed by law. We may demand payment by money order, cashier's check or similarly secure form of payment. If we disconnect any Service, you must pay a re-connect fee of \$25 per unit of Equipment per Service, in addition to any other outstanding fees, before we may reactivate Service. We may modify the terms of Service as a precondition to reactivation. We may also, in our reasonable discretion, require you to make an advance deposit in an amount not to exceed two (2) months of estimated charges to be held by us as an assurance of payment.

7. Term/Termination/Renewal/Termination Charge.

a. You may use Services specified on the Order Form from the date of activation of Services and continuing for the length of time shown on the Order Form or as may be otherwise extended by Equipment or service upgrades or plans (the "Initial Term"). After the end of the Initial Term, this Agreement will renew for successive one-month terms (each a "Renewal Term" and, together with the Initial Term and any extensions contemplated by Section 7(d) below, the "Term") unless either we or you terminate this Agreement as provided herein. Either you or we may terminate this Agreement upon the expiration of the Term by providing the other with 30 days' advance written notice. We may terminate this Agreement at any time without notice upon the occurrence of a default under Section 8. If this Agreement is terminated, you will pay all amounts incurred prior to the effective date of termination.

b. If you terminate this Agreement prior to the end of the Initial Term or if we terminate this Agreement for cause prior to the end of the Initial

Term, you will pay applicable termination charges (which you agree are reasonable) in an amount equal to (i) the lesser of the unpaid monthly fees owed through the remainder of your Initial Term Commitment (as below defined) or twelve (12) months' fees; plus (ii) repayment of any credits or waived non-recurring charges applied in exchange for your Initial Term Commitment (as below defined); and (iii) the total amount of any charges incurred by us due to your early termination from any non-affiliated third party. The foregoing subsections (i), (ii), and (iii) are collectively (referred to as a "Termination Charge"). You agree that the Termination Charge is reasonable and is not a penalty, but rather a charge to compensate us for your failure to satisfy the duration of the Initial Term during which you agreed to purchase Services and on which your monthly rates are based (the "Initial Term Commitment"), and you hereby waive your right to contest the enforceability thereof. Upon any termination, you will pay all charges owing under this Agreement within 10 days of the payment due date of your invoice, including, without limitation, any Termination Charge and/or balance owed for purchased Equipment.

c. Termination by either party of this Agreement is without waiver of any of its other rights or remedies under this Agreement, including our right to enforce the Customer's payment obligations hereunder, all of which survive termination indefinitely.

d. Notwithstanding anything in this Section 7 to the contrary, we may provide you with opportunities to extend the Term of your Agreement in connection with certain upgrades or promotions. Upon extension, you will be subject to the Additional Terms (available at www.southernlinc.com/privacy).

8. Default. The occurrence of any of the following events constitutes default under this Agreement: (i) your failure to pay when due any amount payable under this Agreement; (ii) the sale, lease or transfer of Services without our prior written consent; (iii) any statement made or furnished to us by you or any guarantor that is false or misleading; (iv) use of Equipment, Services or System in a manner that affects our services or operations, is not within your permissible usage allowance under Section 14, is not within our system or is not approved by us or (v) any other breach of your obligations under this Agreement or any other agreement with us. Upon the occurrence of any default, we may immediately disconnect any Services and pursue any and all legal remedies.

9. Emergency Service (911).

a. **Voice.** 911 services are provided by your state and local government. Your handset is capable of making calls to 911 in the United States, and 911 access is available to customers regardless of your rate plan. The handset must have battery power and network connectivity to complete a 911 call. Although we may be capable of communicating your phone number and/or current location to a public safety answering point ("911 Center"), in some cases, 911 Center operators may not know your phone number or have information about your current location. As a result, when making 911 calls, you should provide your contact information and current location. Other third-party entities are involved in connecting a 911 call and we are not solely responsible for determining to which 911 Center your 911 call may be routed. If you are porting a phone number to or from us, we may not be able to provide some services, such as 911 location, while the port is in process.

i. **911 over Wi-Fi.** If your handset is capable of Wi-Fi calling, your 911 call will go over Wi-Fi only if the System is unavailable. When calling 911, always provide the 911 operator with your location. 911 calls made over Wi-Fi may disconnect, be delayed or unsuccessful, may not connect to any emergency services provider or the appropriate emergency services provider, and may not be able to identify your identity, device, telephone number, location, or Emergency Address. Your Emergency Address may be used (AND MUST BE PROVIDED TO US by entering it into your device during set-up or within the Settings function) to help locate you when you call 911 over Wi-Fi. You must keep your Emergency Address up to date. **BY USING WI-FI CALLING, YOU HEREBY ASSUME THE RISK THAT 911 CALLS MAY NOT BE DELIVERED TO THE APPROPRIATE DISPATCHING AGENCY OR PUBLIC SERVICE ANSWERING POINT ("PSAP"). TO THE FULLEST EXTENT PERMITTED BY LAW, WE DISCLAIM ANY LIABILITY WHATSOEVER IN CONNECTION WITH (I) YOUR DELIVERY (OR ATTEMPTED DELIVERY) OF 911 CALLS USING WIFI CALLING, (II) YOUR FAILURE TO REGISTER (AND TO TIMELY UPDATE) YOUR EMERGENCY ADDRESS WITH US, AND YOU HEREBY AGREE TO DEFEND, INDEMNIFY AND HOLD US HARMLESS FROM AND AGAINST ANY LOSS, DAMAGE, LIABILITY OR EXPENSE (INCLUDING REASONABLE ATTORNEYS' FEES) ARISING OUT OF OR RELATED TO ANY SUCH FAILURE.**

b. **Data.** Data Services provided hereunder interact with 911 and other emergency services in different manners than landline or wireless telephone service. You will not be able to use your router, modem, or other data equipment to dial 911 and other emergency services, unless such equipment is a Mobile Hotspot and you have a handset enabled with Wi-Fi calling. 911 services may not be available to you, even if 911 fees are assessed by state and local authorities. Whenever possible, any 911 caller using a handset connected to your Mobile Hotspot should use the handset's carrier network, and not your Mobile Hotspot network connection, to dial 911 in an emergency and provide the 911 operator with their location. If a 911 caller does dial 911 using your Mobile Hotspot network connection, these 911 calls made over Wi-Fi may disconnect, be delayed or unsuccessful, may not connect to any emergency services provider or the appropriate emergency services provider, and may not be able to identify the caller's identity, device, telephone number, or location. To facilitate appropriate 911 call routing, you must register the physical address (including any building, floor, or suite number) ("Dispatchable Location") of your Mobile Hotspot. The Dispatchable Location of your Mobile Hotspot may be used to help locate 911 callers. You must keep the Dispatchable Location of your Mobile Hotspot up to date. **WE DISCLAIM ANY LIABILITY IN CONNECTION**

WITH YOUR FAILURE TO REGISTER AND/OR UPDATE YOUR DISPATCHABLE LOCATION, AND YOU AGREE TO INDEMNIFY AND HOLD US HARMLESS FOR ANY LOSS, DAMAGE OR COST ARISING OUT OF OR RELATED TO ANY SUCH FAILURE.

10. TTY and RTT. Text Telephone Device or Telecommunication Device for the Deaf ("TTY" or "TDD"), is a special device required at both ends of the conversation that enables people who are deaf, hard of hearing or speech-impaired to use the telephone to communicate. Real-Time Text ("RTT") allows a sender to type a message on their device and the text displays in near real-time on the recipient's device, as long as RTT is enabled on both devices. Our handsets complete voice calls using IP-based calling, i.e., Voice Over LTE ("VoLTE") and Voice Over Wi-Fi ("VoWi-Fi"). TTY calls, including, without limitation, TTY calls to 911, cannot be made using IP-based calling. Although TTY does not work on VoLTE or VoWi-Fi, you can utilize RTT on RTT-enabled handsets to communicate with TTY devices and other users with RTT-enabled handsets. There are limitations with 911 calling via RTT. **If you have a communication disability and need to call 911 while using IP-based calling, use an alternative means of communicating utilizing IP-based Telecommunications Relay Services (TRS) such as IP Relay or Video Relay Services (VRS). Or, you may send a text message to 911 directly, where text to 911 is available. For more information on RTT and text to 911, see www.southernlinc.com/privacy. We exercise reasonable commercial efforts to comply with the FCC's requirements regarding text-to-911 where technically feasible to do so. However, when using text-to-911, the ability to accurately identify your location can vary depending on several factors. These factors may include the availability of GPS data, the type of device being used, network coverage, and other technical limitations. In some cases, the location information may not be as precise as when making a traditional voice call to 911. BY USING THE SERVICES, YOU AGREE AND ACKNOWLEDGE THAT YOU HAVE READ AND UNDERSTOOD THESE LIMITATIONS, THAT THERE MAY BE SITUATIONS WHEN AUTOMATIC LOCATION IDENTIFICATION IS UNAVAILABLE IN YOUR AREA, AND THAT YOU ASSUME THE RISK IN USING THE SERVICES WITH THESE LIMITATION. For more information on The FCC's text-to-911 requirements, please visit <https://www.fcc.gov/911-dispatchable-location>.**

11. Privacy. To provide the Services, and in accordance with applicable laws, rules and regulations, we may use and disclose information about you, including, but not limited to, your name, street address, telephone number, email, IP address and location. Additionally, we will obtain and possess certain usage-related information about the quantity, type and usage patterns of services that you use. You acknowledge and agree that we may be obligated to disclose your information pursuant to court order or as otherwise required by law. If we are required by law or similar process to disclose your information, we may (to the extent legally permissible) provide you with written notice of such request or requirement so that you may seek an appropriate protective order. In addition, and more generally, we may collect and use certain data and information from you during (and about) your use of the Services in accordance with our Privacy Policy which is available at www.southernlinc.com/privacy. Our privacy policy only addresses the use and disclosure of information collected by us, not by any third party's website or applications.

12. Security. We do not guarantee the security of your systems or Equipment and are not responsible if any software code enters your Equipment through the System that disrupts, disables or self-limits hardware or software. Equipment using Wi-Fi connections may be vulnerable to attempts by third parties to access data or software on the Equipment and **WE ARE NOT RESPONSIBLE FOR SECURITY ON THIS EQUIPMENT. WE DISCLAIM ANY LIABILITY WITH RESPECT TO THE UNAUTHORIZED USE OR DISCLOSURE OF YOUR INFORMATION TO THE EXTENT PERMITTED BY LAW. WE DISCLAIM ANY LIABILITY WITH RESPECT TO THE SECURITY OF THIRD PARTY DEVICES, SOFTWARE, AND APPLICATIONS USED ON THE SYSTEM.**

13. Copyright. We respect the intellectual property rights of others. Pursuant to the Digital Millennium Copyright Act of 1998 (the "DMCA"), a copyright holder may send us a valid notification of claimed copyright infringement under the DMCA if they believe that their work has been copied and has been posted, stored, or transmitted through the System in a way that constitutes copyright infringement. Copyright infringement by you can result in termination or denial of your access to the System or Services. For more information regarding such notifications and our copyright protection practices, see www.southernlinc.com/privacy/terms-and-conditions.aspx.

14. Customer Covenants. You will use Equipment, Services (including the transfer or storage of information) and the System only in the manner for which each was designed and not for any unlawful, fraudulent, abusive or unethical purpose, and within your permissible usage allowance, all strictly in accordance with our Acceptable Use Policy, which is available at www.southernlinc.com/privacy. You will use only Equipment that is fully compatible with the System. If you are an institutional customer, you must instruct your employees in the use of Equipment and Services. Training assistance may be obtained by contacting Customer Solutions. We may terminate the Agreement if we believe that you are violating any applicable law or engaging in any fraudulent, abusive or unethical behavior. You are responsible for payment for all use (whether or not authorized) or misuse of Service(s) by you or any third party. We may block your access to the Services if we experience excessive billing, collection, fraud or other misuse of Services. All intellectual property rights remain with us or the developer and you will not (nor will you permit any other person to) modify, disclose, reproduce or reverse engineer any portion of software. Any applications, software and content that are loaded on your Equipment by non-representatives or by you are done so at your own risk. We are not responsible for (or have any liability whatsoever arising from or in connection with) any third party information, content, applications or services that you access, download or use on Equipment or otherwise use with the Services. We may not

provide maintenance and support services for third party services, software, or applications. Certain applications that you purchase from us may have additional terms and conditions to which you must adhere.

15. Bring Your Own Equipment. Equipment may be provided by you in our sole discretion. Any Equipment provided by you must be eligible and technologically compatible for use on the System, which may be determined by us in our sole discretion, and we may terminate Service without prior notice to you if (i) the Equipment becomes ineligible or technologically incompatible for use on the System, (ii) your use of the Equipment violates the terms of this Agreement, or (iii) we determine, in our sole discretion, that the Equipment would cause us to violate any law, regulation, or any other agreement by which we are bound.

16. Warranty Disclaimer. Services provided hereunder are part of a telecommunications service available to the public from a network serving all System customers as an integrated System. System routes all communications through central points of control used by other public traffic. We do not guarantee that there will be no gaps, interruptions or delays in Services. You may experience variations in Services and access times based upon the location involved, the other traffic on the System, or conditions of System. You may fail to obtain or maintain access due to a lack of coverage in a particular area, use of low powered portable equipment in areas where higher powered mobile equipment is needed, radio frequency propagation effects, the effects of weather, the effects of natural and constructed obstructions, equipment maintenance and upgrades, System facilities and changes, repairs and malfunctions, and public usage exceeding capacity. SERVICES MAY BE DEPENDENT UPON THIRD PARTY PROVIDERS AND MAY BE DISRUPTED OR CANCELED DUE TO ACTIONS OF THE THIRD PARTY PROVIDERS. WE DO NOT MAKE ANY, AND HEREBY DISCLAIM ALL, WARRANTIES AND REPRESENTATIONS OF ANY KIND, STATUTORY, EXPRESS OR IMPLIED, REGARDING THE SYSTEM, EQUIPMENT OR SERVICES, WITHOUT LIMITING THE FOREGOING. WE SPECIFICALLY DISCLAIM EXPRESS OR IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT. WE DO NOT WARRANT THAT ANY SERVICES WILL MEET ANY OF YOUR REQUIREMENTS OR THAT THE PERFORMANCE OF SERVICES OR CONTENT THEREON WILL BE UNINTERRUPTED, TIMELY, APPROPRIATE, SECURE, OR FREE OF ERRORS OR INACCURACIES. ANY WARRANTY FOR APPLICATIONS, SOFTWARE OR CERTAIN EQUIPMENT IS SOLELY PROVIDED BY THE MANUFACTURER OR DEVELOPER. THE ONLY WARRANTIES ON THE EQUIPMENT ARE LIMITED WARRANTIES AVAILABLE AT WWW.SOUTHERNLINC.COM/PRIVACY. WE FURTHER DISCLAIM ANY HARM THAT MAY RESULT FROM THE USE OR MISUSE OF ANY EQUIPMENT, APPLICATIONS OR SOFTWARE, OR PORTION THEREOF.

17. Limitation of Liability. TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, WE WILL NOT BE LIABLE FOR CONSEQUENTIAL, SPECIAL, OR INCIDENTAL DAMAGES, WHETHER OR NOT OCCASIONED BY OUR NEGLIGENCE AND INCLUDING, WITHOUT LIMITATION, LOST PROFITS, LOST BUSINESS, LOSS OF DATA USE OR LOSS OF DATA, OR LIABILITY FOR ANY LOSS OR DAMAGE RESULTING FROM SECURITY BREACHES, FAILURE TO REPORT OR UPDATE YOUR EMERGENCY ADDRESS AND/OR DISPATCHABLE LOCATION, INTERRUPTION OR FAILURE IN THE OPERATION OF ANY EQUIPMENT, NETWORK AVAILABILITY, INTEROPERABILITY OR FAILURE, OR IN CONNECTION WITH THE USE OF SERVICES. YOU ASSUME THE ENTIRE RISK AS TO THE QUALITY AND PERFORMANCE OF EQUIPMENT OR SERVICES. IF EQUIPMENT PROVES DEFECTIVE, OTHER THAN AS MAY BE SET FORTH IN EQUIPMENT WARRANTIES (IF ANY), THE COSTS OF ALL NECESSARY SERVICING AND REPAIR WILL BE BORNE BY YOU. TO THE EXTENT WE ARE LIABLE UNDER THIS AGREEMENT, YOU HEREBY LIMIT OUR LIABILITY (i) WITH RESPECT TO EACH UNIT OF EQUIPMENT AND RELATED SERVICES PURCHASED BY YOU TO THE ANNUAL AMOUNT PAID BY YOU FOR SERVICES TO SUCH UNIT, AND (ii) WITH RESPECT TO ANY OTHER LIABILITY, TO PROVEN DIRECT DAMAGES IN AN AMOUNT NOT TO EXCEED \$1,000.

18. Indemnity. You will indemnify, defend (at our option) and hold us and our affiliated entities, together with our employees, agents, officers, and directors (collectively, "Indemnitees") harmless from and against any loss, damage, cost (including, without limitation, court costs and attorneys' fees), suit or claim, whether incurred, asserted or threatened (collectively, any "Claim(s)") arising out of or related to: (i) any breach by you of this Agreement; or (ii) any use of Equipment or Services by you, your employees, or any other person or entity using Equipment or Services issued to you; or (iii) any infringement of our or any third party's trade secrets, trademarks, copyrights, patents or other intellectual property by you, your employees, or any other person or entity using Equipment or Services issued to you. You will not settle any Claim without our prior written approval which may be withheld at our sole discretion.

19. Force Majeure. Neither party will be liable for a failure or delay in its performance under this Agreement (other than payment) to the extent such failure or delay was covered by an event beyond its reasonable control, including, without limitation, an act of God, pandemic, flood, severe wind and weather, riot, fire, judicial or governmental action, war, cyberattack, labor dispute, failure of telecommunications facilities or transmission links, failure of digital transmission links, Internet slow-down or failure, lightning or extreme temperatures. For purposes of this Section 19, "cyberattack" means any action or series of actions, electronic or physical, taken with the intent of damaging, undermining, or destroying an electronic network or system.

20. Arbitration. Any disputes which the parties are unable to resolve in good faith within 30 days written notice to the defaulting or breaching party, other than those disputes related to indemnity or for which a claim is filed by you or us individually in a small claims court or your state's equivalent court so long as the claim remains in such court and advances as an individual (non-class, non-representative) claim for relief, will be

submitted to arbitration administered by JAMS in Atlanta, GA in accordance with the JAMS Streamlined Arbitration Rules & Procedures before a single arbitrator, and the Federal Arbitration Act, 9 U.S.C. § 1 et seq. The arbitrator will issue an award in a form not to exceed one page and will not include findings of fact, conclusions of law or a reasoned opinion. You must pay your share of the arbitration fees, as established by the arbitrator, up to a maximum of \$75. If you prevail in the arbitration, we will bear all reasonable expenses borne by you in connection with the arbitration. YOU WILL NOT BE PERMITTED TO PARTICIPATE AS A REPRESENTATIVE OR MEMBER OF ANY CLASS ARBITRATION WITH RESPECT TO ANY CLAIM THAT IS SUBJECT TO THIS AGREEMENT AND YOU IRREVOCABLY WAIVE ANY RIGHT YOU MAY HAVE HAD TO PARTICIPATE IN ANY SUCH CLASS. The arbitrator has no authority to conduct any consolidated, joint or class arbitration as to any claims and will only address and determine the individual claims of the parties. If any part of this arbitration clause is found to be unenforceable, the entire arbitration clause will be unenforceable.

21. Installment Payments. You may be eligible to purchase Equipment on an installment payment basis and/or lease-to-own Equipment. All such installment payments or lease-to-own arrangement shall be subject to an additional agreement and applicable laws and regulations.

22. Miscellaneous. Any notices under this Agreement must be made in writing and delivered to us at 600 18th Street N., Birmingham, AL 35203 with a copy (for legal notices) to the Director of Legal & External Affairs, Southern Linc, 5555 Glenridge Conn., Ste. 500, Bin 79490 Atlanta, GA 30342 (or to such other addressee(s) that we may advise you of in writing). This Agreement is governed by Georgia law, without regard to any conflict of laws principles and, as applicable, the Federal Arbitration Act. If any provision of this Agreement (other than Section 20 (Arbitration)) is held to be invalid in any respect in any jurisdiction, it will be deemed severed in that jurisdiction, but the enforceability and applicability of such provision (in any other jurisdiction) and of all other remaining provisions will continue in effect to the fullest extent permitted by law. This Agreement constitutes the entire Agreement among the parties with respect to its subject matter, and supersedes any prior agreements, whether written, electronic, or verbal, between the parties with respect thereto. The term "person" includes any individual, corporation, partnership, trust, limited liability company, limited liability partnership, and any other entity. The term "affiliate" means any person, controlling, controlled by or under common control with, the affiliated person, and control means the power to vote the controlling interest or otherwise direct the affairs of the controlled person. Captions and paragraph headings used in this Agreement are for convenience only and are not to be used to interpret any provision hereof. Pronouns used herein are to be construed as masculine, feminine, or neuter, and both singular and plural, as the context may require. The term "day" means calendar day and the words "writing" or "written" mean preserved or presented in retrievable or reproducible written form, and the terms "writing" or "written" may mean electronic (including Email transmissions where receipt is acknowledged by the recipient, but excluding voicemail), or hard copy, including by facsimile (with acknowledgment of receipt from the recipient's facsimile machine). Original signatures transmitted and received via facsimile or other electronic transmission of a scanned document (including "pdf" or similar format) are true and valid signatures for all purposes hereunder and are binding upon the Parties to the same extent as that of an original signature. Captions and paragraph headings used in this Agreement are for convenience only and are not to be used to interpret any provision hereof. The words "include," "exclude" and derivations thereof are not to be construed as terms of limitation. The conjunction "or" is to be interpreted in its conjunctive sense (as both "and" and "or"). Except as otherwise provided herein, the Agreement may be amended only by a writing signed by both parties. Any waiver by a party must be in a writing signed by such party and a waiver of any breach of (or exercise of any right under) of this Agreement is not a waiver of any other (or subsequent) breach or right to exercise. References to laws, regulations, publications, and other documents and instruments herein (together with all other documents and instruments referenced therein) refer to them as they may be amended from time to time. Any inconsistency among the terms of this Agreement is controlled by the following order of priority: Your Order Form, these Terms and Conditions, and the Attachments. Any inconsistency among the Attachments is controlled by the order of priority set forth in the Supplemental Terms.

24. Agreement Changes. (i) Subject to applicable law, we may modify any terms of this Agreement by providing 30 days' prior written notice to you of such modification and the effective date of such modification. If you use the Services on or after the effective date of the modification or make any payment to use Services not already rendered prior to the effective date of the modification, you accept the modification. (ii) **We may modify materials referenced in this Agreement that are available on our web site from time to time by posting the then-current terms on our web site at www.southernlinc.com.** Your continued use of the Services constitutes your acceptance of such modifications. (iii) IN THE EVENT YOU DO NOT WISH TO ACCEPT SUCH MODIFICATIONS, YOUR SOLE REMEDY SHALL BE TO TERMINATE THIS AGREEMENT WITHOUT PAYMENT OF A TERMINATION CHARGE. (Notwithstanding the foregoing, you may not terminate this Agreement or avoid a Termination Charge in the event that the modification is not material or consists only of a change in governmental taxes or charge or cost recovery fees.)

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