



Enabling you to connect.®

Powernet Residential Total Care Agreement

This is an agreement (“Agreement”) for Total Care and related services and/or features (Services”) between you and PNG Telecommunications, Inc. d/b/a Powernet (“Powernet”). This Agreement and any Service Orders explain the terms and conditions upon which we agree to provide you Service and products and you agree to accept these terms and conditions with the Service and products. If there is any conflict between this Agreement and a Service Order, this Agreement shall control. Services offered by Powernet to Customer for purchase are described in this Agreement and the Service Orders executed by both parties. The Services may consist of services provided directly by Powernet and also of services procured by Powernet from third party suppliers. The words “we”, “us”, “our” or “Powernet” refers to Powernet. The words “you”, “your”, or “Customer” refers to the person who is completing this Agreement. You represent that you have been authorized to accept this Agreement on behalf of your Company. We reserve the right to change these terms and conditions from time to time. Posting of the updated Service Agreement will constitute notice to you of any such changes. Changes will be effective upon posting. You remain responsible for regularly reviewing these terms and conditions. Your continued use of the Services after the date of such changes constitutes your acceptance of and agreement to such changes

1. Description.

Powernet’s Total Care Service consists of: (i) Independent technical services for home customers across the U.S. rendering services such as technical support for hardware and software; 24 x 7 unlimited support, phone and chat. This service will be powered by US4IT Support, a third party provider.(ii) included Device (PC, Laptop, Tablet); 1 Peripheral; PC TuneUp;Home Network Setup; Antivirus and Antimalware;Patch Management;“How to issue” support;Unlimited Remote/Voice Support Plan;Installation & Activation Support – Software;More than 200 Application Support.

The following support services are included:

a. Browser Support.

- Installing Ad Blocker, to prevent any more malicious ads to show up while you are doing important things.
- Browser reset, which results in faster and cookie free browser and internet experience.
- Making sure all the certificates are in line and installed properly.
- Making sure that the you have the best and most secure internet experience with faster downloads.

b. Email Support

- Email configuration and setup.
- Email archiving and Preventive Spam emails.
- Fencing all the non-required marketing emails.
- Unable to send or receive emails.
- Updating webmail and email clients according to latest available updates.

c. PC Optimization

- Remove junk files that slow down the important processes in your computer.
- Increase the virtual memory that increases your computer's ability to perform even when you are multi-tasking.
- Remove all unwanted software’s that might use space on your hard drive.
- Kill all the bad sectors, and defragment them to make sure that you have a faster accessibility to all the files all the time.

d. Printer Support

- Printer Setup.
- Printer Sales and Repair Service.
- Printer Optimization.
- Printing issues , troubleshooting and hardware diagnostics.

e. Router Support

- Router Setup.
- No Internet because of router malfunction.
- Setup of Router security passwords.
- Setting up wired/wireless connection.

f. Security Support

- Regular Firewall & Antivirus update.
- Network Security Check.
- Database encryption.
- Cloud Based Data Backup Security.

g. ISP Support

- No Internet.
- Bandwidth issues.
- Wireless Internet connection problems.
- Internet setup and ISP related troubleshooting cases.

h. Virus Removal

- Malware removal.
- Virus Removal.
- Security software/virus definition update.
- Checking the windows platform for any registry issue related to antivirus programs.

i. Windows Support

- Any Blue/Black Screen Issue.
- Windows updates & patches/drivers installation.
- Any software installation & configuration.
- Windows optimization & fix Registry errors.

2. Term.

The initial term is dependant on the package selected on the Service Orders. The initial term for the Services chosen by Customer shall commence on the date that Powernet makes the Services available (“Effective Date”). Customer’s obligation to pay for all Services shall commence on the Effective Date. Upon the expiration of any initial or subsequent term, the term will automatically renew for succeeding terms of one month at Powernet’s then current rates unless a party provides thirty (30) days written notice of termination. Each Service Order placed under this Agreement shall have its own terms and this Agreement shall continue to govern the parties’ duties and rights with respect to such Service Orders until the expiration of its term or any succeeding term or unless the Service Order is terminated as permitted by this Agreement. You are purchasing the Service for the full term, meaning that if you attempt to disconnect Service prior to the end of the applicable term or Powernet terminates your Service due to your breach of this Agreement or any Service Order, you will be responsible for all charges relating to the then-current term, including unbilled charges, all installation costs, a disconnection fee, if applicable, and the monthly charges for all of the remaining months in the term, all of which will immediately become due and payable. If you cancel your service prior to the Effective Date, you will be responsible to pay a cancellation recovery fee, all installation costs and any disconnection fee, if applicable.

3. Ordering Service.

a. Service Schedules and Service Orders. All Services shall be ordered on Powernet’s standard Service Order forms in effect at the time of ordering. By submitting any Service Order, Customer represents and warrants that the information provided by Customer on the Service Order forms is complete, true, and accurate to the best of Customer’s knowledge and that the Service Order form contains no misleading statements or omissions. Powernet may accept or reject any Service Order submitted by Customer in its sole discretion.

b. Customer Changes to Service Orders. Any terms or conditions contained in a Service Order submitted by Customer that conflict with the terms and conditions in this Agreement are hereby objected to by Powernet and shall not constitute part of the agreement unless explicitly accepted by Powernet in writing. No action by Powernet (including, without limitation, provision of Services to Customer pursuant to such Service Order) shall be construed as binding or estopping Powernet with respect to such terms or conditions.

4. Exclusions from Service.

Services" shall not include the following:

- Any item or activity not covered by the terms of a Plan Order;
- Service beyond the duration limitations identified in your Plan Order;
- Problem diagnosis and support that may not be completed because of a problem with your computer or other equipment, or their configuration that is beyond our control;
- Software, including the operating system and software added to the registered hardware products which are out of scope for the Plan;
- Problems that may and do result from:
 - External causes such as accident, abuse, misuse, or problems with electrical power;
 - Usage that is not in accordance with product instructions provided by manufacturer;
 - Failure to follow the product instructions provided by manufacture or failure to perform preventive maintenance; or
 - Problems caused by using accessories, parts, or components not compatible with the product.
- Non Compliance with the US4IT Support technician instructions for resolving the query.

5. Third Party Products and Agreements.

a. As part of the Services, US4IT Support may suggest that you acquire, install and use certain third party software or services ("Third Party Software"). Third Party Software is licensed to you by the respective owners or licensees of the Third Party Software. You must agree to the terms and conditions set forth by such owners or licensees before installing Third Party Software, whether US4IT Support assists you in the acquisition, installation, and/or use of Third Party Software. US4IT Support has no responsibility or rights to the Third Party Software and does not license Third Party Software to you or make any representation or warranty regarding the Third Party Software.

b. Your license to the US4IT Support Software shall remain in full force and effect unless and until terminated by US4IT Support, its third party licensors, providers or suppliers, or until your Service Plan is terminated as provided by your Plan Order and these Terms and Conditions. Upon termination of your Plan for any reason, you must cease all use of the Plan and the US4IT Support Software and immediately delete the US4IT Support Software from your computer.

c. To the extent that we provide technical assistance and support for Third Party Software or equipment, you must ensure that you comply with the terms and conditions under which you licensed such Third Party Software or purchased such equipment. We make no representation or warranty that we are an authorized service provider for Third Party Software or for any equipment; it is your sole responsibility to determine if you require additional rights for us to provide such support and if so, to acquire such rights. You acknowledge that support of Third Party Software or equipment by an unauthorized service provider may void any warranty made by the supplier of such Third Party Software or equipment.

d. As part of the Services, US4IT Support may suggest certain third party services to you. If you choose to subscribe to or otherwise use any third party services, your use of any such services is subject to the terms of service of such third party service provider. You agree to comply with such provider's terms of service and that the third party provider is solely responsible for delivery of its services) to you and your use of them. Third party services include, but are not limited to technical support, portal, training, music, gaming and storage services that US4IT Support may elect to make available from time to time. Violation of such third party provider's terms of service may, in US4IT Support's sole discretion, result in the termination of your customer account and use of service.

6. Charges and Rates.

a. Charges for Service. All charges and fees are stated on your Service Order. The monthly recurring and non recurring charges for service do not include taxes or surcharges for governmental fees. Customer will be responsible for all applicable taxes and surcharges that arise in any jurisdiction.

b. Billing Period. Powernet will bill Customer for Monthly Recurring Charges in advance and for charges for installation and other non-recurring charges that Customer shall pay in advance of any Service being provisioned by Powernet. On the first billing for Monthly Recurring Charges, Powernet will prorate the billing from the Effective Date in addition to one month in advance

c. Billing. For each billing period, Powernet will send to Customer via email a notice that Powernet has prepared Customer's invoice and that Customer may log on to Powernet's web based Customer Portal at <https://portal.pngcom.com> to view the invoice.

d. Payment. All invoices are due and payable in U.S. dollars within twenty (20) days of the date on which Powernet sends the email notifying Customer that Customer's invoice is available (the "Due Date"). Customer's payment must be received on or before the Due Date in order for it not to be considered late. Restrictive endorsements or statements on checks accepted by Powernet will not be binding upon Powernet. Customer shall pay a "Returned Check Fee" of thirty dollars (\$30.00) for any check returned for insufficient funds. If payment in full of undisputed amounts is not received on or before the Due Date, Customer will be considered to have breached this Agreement and Powernet shall have the right, after three (3) business days notice, to suspend or terminate Service and/or in Powernet's sole discretion, draw upon any security held by Powernet.

e. Late Payment. If Customer fails to remit payment in full by the Due Date, Powernet, in addition to other remedies available to it under this Agreement or at law, may charge Customer a late fee of the lesser of 1.5% per month or the maximum fee allowed by law of the unpaid balance which shall accrue from the Due Date of the invoice.

7. Credit and Assurance of Payment. Maintenance of acceptable credit and adequate assurance of payment, both as determined by Powernet in its discretion, are conditions for the commencement and continuation of provision of the Services by Powernet. By signing this Agreement, you permit Powernet to complete a credit check on you before the commencement of Services and during the term of this Agreement. If at any time Powernet, in its sole discretion, believes that Customer presents an undue risk of nonpayment, then Powernet may require a form of security for payment. Failure of Customer to provide a form of security requested by Powernet within two (2) business days of Powernet's request shall be a material breach of Customer's obligations under this Agreement and shall entitle Powernet to all remedies Powernet would have for nonpayment of an undisputed amount due.

8. Customer Warranties.

a. Acceptable Use Policy. Customer shall use the Services for lawful purposes and to conduct business. Customer is responsible for adhering to Powernet's Acceptable Use Policy ("AUP") while using the Service, the terms of which are made available for viewing over the Internet at www.powernetco.com and are incorporated by reference herein. Customer shall assure that its employees, agents, contractors, licensors, customers and suppliers also abide by Powernet's AUP. Customer agrees to defend, indemnify and hold harmless Powernet, its affiliates, and contractors from any and all liabilities, costs and expense, including reasonable attorneys' fees, arising from or related to use of the Service by Customer or Customer's Users. Any violation of the AUP or conduct that Powernet, in its reasonable discretion, believes may subject Powernet to civil or criminal litigation or liability, charges and/or damages will be considered to be a breach of this Agreement and for which Powernet may suspend service as outlined in this Agreement. If Powernet suspends the Service pursuant to this Section, Powernet may require a reinstatement fee in order to resume Service.

b. User responsibility.

In connection with obtaining Services, you agree that you will:

1. Cooperate with the US4IT Support Technician: We will use commercially reasonable efforts to provide the support to you. Our experience shows that most issues can be corrected as a result of close cooperation between you and the technician. Please listen carefully to the technician and follow the technician's instructions.

2. You must confirm that the following conditions are true:
 - a. The situation giving rise to the question is, reproducible on a single system, i.e., one central processing unit with its workstations and other peripherals;
 - b. You must have knowledge regarding the hardware system, any software involved, and in the facts and circumstances surrounding the incident;
 - c. The full system, including software and hardware, is available to you and accessible by you without limit during any telephone discussions with US4IT Support support personnel.
 - d. Software/Data Backup: You understand and agree that US4IT Support shall under no circumstance be responsible for any lost or corrupted software or data. US4IT Support strongly recommends that you at all times maintain a complete data backup and disaster recovery plan.

9. Breach of Customer Warranties. Any breach of any of Customer's warranties pursuant to this Section 6 of this Agreement will constitute a material breach of this Agreement and Powernet may suspend or terminate the Service immediately and without notice. If Customer breaches any of its warranties, Customer will be solely liable for and will indemnify, defend and hold Powernet and its respective officers, directors, employees, contractors and agent harmless from all claims, demands, costs, damages, losses, liabilities and expenses of any nature arising from such breach, including indirect, special, incidental, consequential, punitive or reliance damages and any costs including attorneys' fees associated with enforcing any of these provisions.

10. Limitation of Liability; Disclaimer of Warranties. THE EVENT OF ANY BREACH OF THIS AGREEMENT OR ANY FAILURE OF THE SERVICES WHATSOEVER, NEITHER POWERNET NOR ANY OF POWERNET'S SUPPLIERS SHALL BE LIABLE TO CUSTOMER OR TO ANY THIRD PARTY FOR ANY DIRECT, INDIRECT, CONSEQUENTIAL, SPECIAL, ACTUAL, INCIDENTAL, PUNITIVE OR ANY OTHER DAMAGES, OR FOR ANY LOST PROFITS OF ANY KIND OR NATURE WHATSOEVER, EVEN IF POWERNET OR THE SUPPLIER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. USE OF POWERNET'S SERVICE IS SOLELY AT CUSTOMER'S OWN RISK. POWERNET EXPRESSLY DISCLAIMS ALL WARRANTIES OF ANY KIND, WHETHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO, MERCHANTABILITY, FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT. POWERNET MAKES NO WARRANTY THAT THE SERVICES WILL MEET YOUR REQUIREMENTS, OR THAT THE SERVICE(S) WILL BE UNINTERRUPTED, TIMELY, SECURE, OR ERROR FREE; NOR DO WE MAKE ANY WARRANTY AS TO THE RESULTS THAT MAY BE OBTAINED FROM THE USE OF THE SERVICE(S) OR AS TO THE ACCURACY OR RELIABILITY OF ANY INFORMATION OBTAINED THROUGH THE SERVICE OR THAT DEFECTS IN THE SERVICE WILL BE CORRECTED. ANY MATERIAL AND/OR DATA DOWNLOADED OR OTHERWISE OBTAINED THROUGH THE USE OF THE SERVICE IS DONE AT CUSTOMER'S OWN DISCRETION AND RISK AND THAT IT WILL BE SOLELY RESPONSIBLE FOR ANY DAMAGE TO COMPUTER SYSTEMS OR LOSS OF DATA THAT RESULTS FROM THE DOWNLOAD OF SUCH MATERIAL AND/OR DATA. POWERNET MAKES NO WARRANTY REGARDING ANY GOODS OR SERVICES PURCHASED OR OBTAINED THROUGH THE SERVICE OR ANY TRANSACTIONS ENTERED INTO THROUGH THE SERVICE. NO ADVICE OR INFORMATION, WHETHER ORAL OR WRITTEN, OBTAINED BY CUSTOMER FROM POWERNET OR THROUGH THE SERVICE SHALL CREATE ANY WARRANTY NOT EXPRESSLY MADE HEREIN.

11. Indemnification. Customer will defend, indemnify and hold harmless Powernet and its respective officers, directors, employees, contractors and agents against and from any loss, debt, liability, damage, obligation, claim, demand, judgment or settlement including without limitation, attorneys' fees and all reasonable costs and expenses of litigation arising out of, resulting from, or based upon, any complaint, claim, action, proceeding or suit to the extent that such claim is from or in any way connected with any claims from Customer's use of the Services or Equipment including any unauthorized or illegal provision or use, any infringement by Customer or someone else using the Service with Customer's computer of any intellectual property or other proprietary right of any person or entity or from the violation of Powernet's AUP.

12. Miscellaneous.

a. Force Majeure. Neither party shall be liable, nor shall any credit allowance or other remedy be extended, for any failure of performance or equipment due to causes beyond such party's reasonable control. In the event Powernet is unable to deliver Service as a result of force majeure, Customer shall not be obligated to pay Powernet for the affected Service for so long as Powernet is unable to deliver otherwise Force Majeure does not apply to Customer nonpayment.

b. Proprietary Information. Each party agrees to maintain in strict confidence the Agreement, including pricing, contained in this Agreement or in any Service Order and all plans, designs, drawings, trade secrets, business and other proprietary information of the other party which is disclosed pursuant to this Agreement. Neither party shall disclose to any third party such confidential information without the express written consent of the other party. No obligation of confidentiality shall apply to disclosed information which the recipient (i) already possessed without obligation of confidentiality, or (ii) develops independently, or (iii) rightfully receives without obligation of confidentiality from a third party, or (iv) must disclose due to reasons prescribed by law or due to court or official orders. The recipient shall immediately notify the other party of any disclosures made pursuant to this Notwithstanding the foregoing, Powernet may disclose Customer Proprietary Network Information to any agent of Customer to initiate or provide Services and bill or collect for the Services.

c. Trademarks. Neither Party shall take any actions, which will in any manner compromise the other Party's registered trademarks and /or service marks. Nothing in this Agreement grants a Party the right or license to use the other Party's trademarks.

d. Notices. All notices to be sent to a party pursuant to this Agreement shall be in writing and sent by (i) email effective when received, (ii) private courier, (iii) express mail priority next day delivery, or (iv) confirmed facsimile if sent during business hours.

The address for notice for Powernet is below. Customer's is contained in the Service Order.

Powernet's Legal Contact Name: Network Service Director
General Counsel Address: 8805 Governor's Hill Dr., Suite 250 Cincinnati Ohio 45249
Facsimile: 877-813-7419
Phone:513-645-4960
Email: servicemanagement@powernetco.com / legal@powernetco.com

e. Waiver and Amendment. The failure of either party to enforce any provision hereof on one or more occasions shall not constitute the permanent waiver of such provision. Any addition, deletion or modification to this Agreement shall not be binding on either party except by written amendment executed by both parties.

f. Interpretation. No rule of construction requiring interpretation against the draftsman hereof shall apply in the interpretation of this Agreement.

g. Choice of Law. This Agreement shall, in all respects, be governed by and construed and enforced in accordance with the laws of the State of Ohio, without respect to the state's conflict of laws provisions. For valuable consideration, both parties acknowledge and agree that any action to enforce or interpret the terms of this Agreement or relating to the Services to be provided by Powernet shall be instituted and maintained only in Hamilton County, Ohio. Customer hereby consents to the jurisdiction and venue of such court and waives any objection to such jurisdiction and venue. In the case of a suit to collect past due payments, the parties agree that Powernet may, in its sole discretion, bring suit in the courts of any jurisdiction where Customer does business or has assets, and Customer hereby consents to such jurisdiction. If Powernet sends Customer's account to an outside collection agency or institutes collection proceedings against Customer, Powernet has the right to charge Customer for any collection fees.

h. Integration. This Agreement and any Service Orders supersede and merge all prior agreements, promises, understandings, statements, representations, warranties, indemnities and covenants and all inducements to the making of this Agreement whether written or oral or whether made before execution of this Agreement.

i. Counterparts. This Agreement may be executed in several counterparts, each of which shall constitute an original, but all of which shall constitute one and the same instrument.

j. Survival. No termination of this Agreement shall affect the rights or obligations of either party with respect to payment or with respect to other provisions of this Agreement that, by their sense and context, are intended to survive termination of this Agreement, including without limitation, indemnification, limitation of liability, confidentiality, governing law and forum selection.

k. Severability. If any term or provision of this Agreement shall, to any extent, be determined to be invalid or unenforceable by a court or body of competent jurisdiction, then the provision shall be deemed modified to the minimum extent necessary to be valid.

l. Assignment. Neither party shall assign or otherwise transfer its rights or obligations under this Agreement without the prior written consent of the other, which shall not be unreasonably withheld. Customer must be current on all payments required by this Agreement before any assignment is approved by Powernet. Any such assignment or transfer of Customer's rights or obligations without such consent shall constitute a default of a material obligation.

m. Costs and Attorneys' Fees. If a proceeding is brought for the enforcement of this Agreement or because of any claim of any kind arising out of or in connection with any of the provisions of this Agreement, the prevailing party shall be entitled to recover reasonable attorney's fees and other Notwithstanding the foregoing, Powernet may disclose Customer Proprietary Network Information to any agent of Customer to initiate or provide Services and bill or collect for the Services.