

Coast Communications Agreement for Residential Services

ABOUT THIS AGREEMENT, OUR SERVICES, AND YOUR RIGHTS

COAST COMMUNICATIONS CO. Service(s) will be provided to you ("you," "your," or "Customer") on the terms and conditions set forth in this Agreement for Residential Services (the "Agreement") and applicable law by the operating company that (i) owns and/or operates the cable television system in your area and/or (ii) the subsidiary that is the COAST COMMUNICATIONS CO. Digital Phone service provider ("Coast Communications Co.," "we," "us," or "our"). For purposes of this Agreement, "affiliate" means any entity that controls, is controlled by or is under common control with Coast Communications Co. Service(s) may include, but are not limited to, cable television service ("Video"), High-Speed Internet service, and Digital Phone service.

We may change our prices, fees, the Service(s) and/or the terms and conditions of this Agreement in the future. Unless this Agreement or applicable law specifies otherwise, we will give you thirty (30) days prior notice of any significant change to this Agreement. If you find the change unacceptable, you have the right to cancel your Service(s). However, if you continue to receive Service(s) after the end of the notice period (the "Effective Date") of the change, you will be considered to have accepted the changes. You may not modify this Agreement by making any typed, handwritten, or any other changes to it for any purpose.

Note: This Agreement contains a binding arbitration provision in Section 13 that affects your rights under this Agreement with respect to all Service(s). These terms and conditions are subject to applicable tariffs and service guides.

GENERAL TERMS AND CONDITIONS

1. ACCEPTANCE OF THIS AGREEMENT

You will have accepted this Agreement and be bound by its terms if you use the Service(s) or otherwise indicate your affirmative acceptance of such terms.

2. CHARGES AND BILLINGS

a. Charges, Fees, and Taxes You Must Pay. You agree to pay all charges associated with the Service(s), including, but not limited to, installation/service call charges, monthly service charges, Coast Communications Co. Equipment (as defined below) charges, measured and per call charges, applicable federal, state, and local taxes and fees (however designated), regulatory recovery fees for municipal, state and federal government fees or assessments imposed on Coast Communications Co., permitted fees and cost recovery charges, or any programs in which Coast Communications Co. participates, including, but not limited to, public, educational, and governmental access, universal service, telecom relay services for the visually/hearing impaired, rights-of-way access, and programs supporting the 911/E911 system and any fees or payment obligations imposed by governmental or quasi-governmental bodies for the sale, installation, use, or provision of the Service(s). **YOU WILL BE RESPONSIBLE FOR PAYING ANY GOVERNMENT IMPOSED FEES AND TAXES THAT BECOME APPLICABLE RETROACTIVELY.** We will provide you with notice and an effective date of any change in our prices or fees, unless the change in price is related to a change in governmental or quasi-governmental taxes, fees, or assessments, in which case we may elect not to provide notice except where required by applicable law. Not all fees apply to all Service(s).

- **For Video Customers.** Video price information is supplied with our Welcome Kit.
- **For High Speed Internet Customers.** Internet price information is available at <http://coastcommunications.com>
- **For Digital Phone Customers.** Digital Phone price information is available at <http://coastcommunications.com>
- **For Minimum Term Customers.** If you have agreed to a minimum term arrangement, your price for Service(s) is as specified in the minimum term arrangement.

b. How We Will Bill You. Unless you are subject to a minimum term arrangement, Service(s) are provided to you on a month-to-month basis. You will generally be billed monthly, in advance, for recurring service charges, equipment charges, and fees. **YOU MUST PAY, ON OR BEFORE THE DAY WE INSTALL ANY OR ALL OF THE SERVICE(S), THE FIRST MONTH'S SERVICE CHARGES, EQUIPMENT CHARGES, ANY DEPOSITS, AND ANY INSTALLATION CHARGES.** Your first bill may include pro-rated charges from the date you first begin receiving Service(s), as well as monthly recurring charges for the next month and charges for non-recurring services you have received. You may be billed for some Service(s) individually after they have been provided to you; these include measured and per-call charges (as explained below) and charges for pay-per-view movies or events. If you receive Service(s) under a promotion, after the promotional period ends, regular charges for the Service(s) will apply. We do not waive our rights to collect the full balance owed to us by accepting partial payment. We will apply the partial payment to the outstanding charges in the amounts and proportions that we determine.

- **For Digital Phone Customers.** If you pay a flat monthly fee for your calling plan, that fee may not cover certain types of calls. You will be billed for these excluded call types 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. However, 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 Coast Communications Co., its affiliates, or suppliers as if your call were answered by the called party, Coast Communications Co. will charge you for a completed call. Measured calls are recorded in whole minutes, with partial minutes rounded up to the next whole minute. If the 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. Our paper bills for Digital Phone contain only a summary of charges. You may call COAST COMMUNICATIONS CO. for a paper copy of outbound toll call records related to your most recent bill. There may be an additional charge for these outbound toll call records except as otherwise required by applicable law.

c. Third-Party Charges That Are Your Responsibility. You acknowledge that you may incur charges with third-party service providers such as accessing on-line services, calling parties who charge for their telephone-based services, purchasing or subscribing to other offerings via the Internet

Coast Communications Agreement for Residential Services

or interactive options on your Video Service that are separate and apart from the amounts charged by us. You are solely responsible for all such charges payable to third parties, including all applicable taxes. In addition, you are solely responsible for protecting the security of credit card and other personal information provided to others in connection with such transactions.

d. Alternative Billing Arrangements. Coast Communications Co. 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 you and the third party. We will not be responsible for any dispute regarding these charges between you and any third party. You must address all such disputes directly with the third party.

e. Payment by Credit Card or Check. If you use a credit card to pay for the Service(s), use of the card is governed by the card issuer agreement, and you must refer to that agreement for your rights and liabilities as a cardholder. If Coast Communications Co. does not receive payment from your credit card issuer or its agents, you agree to pay all amounts due upon demand. If you make payment by check, you authorize Coast Communications Co. to collect your check electronically. You agree that you may not amend or modify this Agreement with any restrictive endorsements (such as "paid in full"), or other statements or releases on or accompanying checks or other payments accepted by Coast Communications Co. and any such notations shall have no legal effect.

f. Our Remedies if You Pay Late or Fail to Pay.

- 1. Late or Non-Payments:** You may be billed fees, charges, and assessments related to late or non-payments if for any reason (a) Coast Communications Co. does not receive payment for the Service(s) by the payment due date or (b) you pay less than the full amount due for the Service(s). **YOU WILL BE ASSESSED A MINIMUM LATE FEE OF \$4.00 OR 10%, UP TO A MAXIMUM OF \$25.00, PER MONTH FOR ANY PAYMENT AMOUNT THAT HAS NOT BEEN PAID IN FULL by the 10th of the following month.**
- 2. Fees Not Considered Interest or Penalties:** Coast Communications Co. does not anticipate that you will fail to pay for the Service(s) on a timely basis, and we do not extend credit to customers. Any fees, charges, and assessments due to late payment or nonpayment are liquidated damages intended to be a reasonable advance estimate of our costs resulting from late payments and non-payments. These costs will be difficult to calculate or to predict when we set such fees, charges, and assessments, because we cannot know in advance: (a) whether you will pay for the Service(s) on a timely basis, if ever; (b) if you do pay late, when you will actually pay; and (c) what costs we will incur because of your late payment or non-payment.
- 3. Collection Costs:** If we use a collection agency or attorney to collect money owed by you, you agree to pay the reasonable costs of collection. These costs include, but are not limited to, any collection agency's fees, reasonable attorneys' fees, and arbitration or court costs.
- 4. Suspension/Disconnect:** If you fail to pay the full amount due for any or all of the Service(s) then Coast Communications Co., at its sole discretion in accordance with and subject to applicable law, may suspend or disconnect any or all the Service(s) you receive.

g. Reconnection Fees and Related Charges. If you resume Service(s) after any suspension, we may require you to pay a reconnection fee. If you reinstate any or all Service(s) after disconnection, we may require you to pay an installation fee and/or service activation fee. These fees are in addition to all past due charges and other fees. Reconnection of the Service(s) is subject to our credit policies, this Agreement and applicable law.

h. Your Responsibilities Concerning Billing Questions. Subject to applicable law, if you intend to dispute a charge or request a billing credit, you must contact Coast Communications Co. within sixty (60) days of the date on the bill. You waive any disputes or credits that you do not report within sixty (60) days.

3. REFUNDS AND REFUNDABLE DEPOSITS

We may require you to pay a refundable deposit when you activate the Service(s), if you add Coast Communications Co. Equipment and/or Service(s) or if you fail to pay any amounts when they are due. If we disconnect your Service(s) or are otherwise required under applicable law to refund the deposit, we shall within forty-five (45) days or as otherwise specified by applicable law return a sum equal to the deposit(s) you paid (without interest unless otherwise required by law) minus any amounts due on your account (including without limitation, any amounts owed for the Service(s) or for any Coast Communications Co. Equipment that is damaged, altered, or not returned).

Refunds can be requested by contacting Coast Communications during normal business hours and take 6 to 8 weeks to process. If you have questions or concerns about your payment, or to request a refund, please call Coast Communications at 360-289-2252 between the hours of 8 am and 6 pm, Monday through Friday.

4. CHANGES TO SERVICES

Subject to applicable law, we have the right to change our Service(s), Coast Communications Co. Equipment and rates or charges, at any time with or without notice. We also may rearrange, delete, add to, or otherwise change programming or features or offerings contained in the Service(s), including, but not limited to, content, functionality, hours of availability, customer equipment requirements, speed, and upstream and downstream rate limitations. If we do give you notice, it may be provided on your monthly bill, as a bill insert, email, in a newspaper or other communication permitted under applicable law. If you find a change in the Service(s) unacceptable, you have the right to cancel your Service(s). However, if you continue to receive Service(s) after the change, this will constitute your acceptance of the change.

5. ACCESS TO YOUR PREMISES AND CUSTOMER EQUIPMENT

a. Premises. You agree to allow us and our agents the right to enter your property at which the Service(s) and/or Coast Communications Co. Equipment will be provided (the "Premises") at reasonable times, for purposes of installing, configuring, maintaining, inspecting, upgrading, replacing and removing the Service(s) and/or Coast Communications Co. Equipment used to receive any of the Service(s). You warrant that you are either the owner of the Premises or that you have the authority to give us access to the Premises. If you are not the owner of the Premises, you are responsible for obtaining any necessary approval from the owner to allow us and our agents into the Premises to perform the activities specified above. In addition,

Coast Communications Agreement for Residential Services

you agree to supply us or our agent, if we ask, the owner's name, address, and phone number and/or evidence that the owner has authorized you to grant access to us and our agents to the Premises.

b. Customer Equipment. Customer Equipment means software, hardware or services that you elect to use in connection with the Service(s) or Coast Communications Co. Equipment. You agree to allow us and our agents the rights to insert cable cards and other hardware in the Customer Equipment, send software and/or "downloads" to the Customer Equipment and install, configure, maintain, inspect and upgrade the Customer Equipment and Coast Communications Co. Equipment. You warrant you are either the owner of the Customer Equipment or that you have the authority to give us access to the Customer Equipment. If you are not the owner of the Customer Equipment, you are responsible for obtaining any necessary approval from the owner to allow us and our agents access to the Customer Equipment to perform the activities specified above. In addition, you agree to supply us or our agents, if we ask, the owner's name, address and phone number and/or evidence that the owner has authorized you to grant access to us and our agents to the Customer Equipment to perform the activities specified above.

6. MAINTENANCE AND OWNERSHIP OF EQUIPMENT AND SOFTWARE

a. Coast Communications Co. Equipment. You agree that except for the wiring installed inside the Premises ("Inside Wiring"), or equipment purchased by you from Coast Communications Co., all Coast Communications Co. Equipment belongs to us or other third parties and will not be deemed fixtures or in any way part of the Premises. Coast Communications Co. Equipment means all software or "downloads" to Customer Equipment or Coast Communications Co. Equipment and all new or reconditioned equipment installed, provided or leased to you by us or our agents, including, but not limited to, cabling or wiring and related electronic devices, cable modems, Phone capable modems, wireless gateway/routers, CableCARDS, and any other hardware excluding equipment purchased by you from Coast Communications Co.. You agree to use Coast Communications Co. Equipment only for the Service(s) pursuant to this Agreement. We may remove or change the Coast Communications Co. Equipment at our discretion at any time the Service(s) are active or following the termination of your Service(s). You agree that our addition or removal of or change to the Coast Communications Co. Equipment may interrupt your Service(s). You may not sell, lease, abandon, or give away the Coast Communications Co. Equipment, or permit any other provider of video, high speed data or telephone services to use the Coast Communications Co. Equipment. The Coast Communications Co. Equipment may only be used in the Premises. At your request, we may relocate the Coast Communications Co. Equipment in the Premises for an additional charge, at a time agreeable to you and us. YOU UNDERSTAND AND ACKNOWLEDGE THAT IF YOU ATTEMPT TO INSTALL OR USE THE COAST COMMUNICATIONS CO. EQUIPMENT OR SERVICE(S) AT A LOCATION OTHER THAN THE PREMISES, THE SERVICE(S) MAY FAIL TO FUNCTION OR MAY FUNCTION IMPROPERLY. You agree that you will not allow anyone other than Coast Communications Co. or its agents to service the Coast Communications Co. Equipment. We suggest that the Coast Communications Co. Equipment in your possession be covered by your homeowners, renters, or other insurance. You will be directly responsible for loss, repair, replacement and other costs, damages, fees and charges if you do not return the Coast Communications Co. Equipment to us in an undamaged condition.

b. Customer Equipment.

- 1. Responsibility:** Coast Communications Co. has no responsibility for the operation or support, maintenance, or repair of any Customer Equipment including, but not limited to, Customer Equipment to which Coast Communications Co. or a third party has sent software or "downloads."
 - For Video, Internet and Phone Customers.** You agree by using the Service(s), you are enabling and authorizing Coast Communications Co., its authorized agents and equipment manufacturers to send code updates to the Coast Communications Co. Equipment and Customer Equipment, including, but not limited to, cable modems, digital interactive televisions with CableCARDS, and Phone capable modems at any time it is determined necessary to do so as part of the Service(s). Such code updates may change, add or remove features or functionality of any such equipment or the Service(s).
 - For Internet and Phone Customers.** You can find Coast Communications Co.'s current minimum technical and other requirements for Internet/Phone equipment at <http://coastcommunications.com>. Depending on availability in your area, you may have an option to install the Phone capable modem yourself or to have Coast Communications Co. install it for you. You agree to keep the Phone capable modem plugged into a working electrical power outlet at all times. Whether a cable modem, gateway/router, Phone capable modem or other device is owned by you or us, we have the unrestricted right, but not the obligation, to upgrade or change the firmware in these devices remotely or on the Premises at any time that we determine it necessary or desirable in order to provide Service(s) to you in accordance with our specifications and requirements.
 - For Phone Customers.** You acknowledge and understand Digital Phone may not support or be compatible with non-recommended configurations including, but not limited to, Phone capable modems not currently certified by Coast Communications Co. as compatible with Phone; Customer Equipment, including, but not limited to, non-Phone communications equipment, including certain makes or models of alarm and security systems or devices, certain medical monitoring, personal emergency alert, and home detention devices, certain fax machines, and certain "dial-up" modems; rotary-dial phone handsets, pulse-dial phone handsets, and models of other Phone-related communications equipment such as private branch exchange (PBX) equipment, answering machines, and traditional Caller ID units. In order to use Digital Phone, you are required to provide certain equipment such as a phone handset or equivalent, inside phone wiring and outlets, and an electrical power outlet. CERTAIN MAKES AND MODELS OF CORDLESS PHONES USE THE ELECTRICAL POWER IN YOUR HOME. IF THERE IS AN ELECTRICAL POWER OUTAGE, THE CORDLESS PHONE WILL CEASE TO OPERATE DURING THE OUTAGE, PREVENTING USE OF DIGITAL PHONE VIA THE CORDLESS PHONE. DO NOT ATTEMPT TO CONNECT CDV TO INSIDE PHONE WIRING YOURSELF. In order to use online features of Digital Phone, where we make those features available, you are required to provide certain hardware, such as a personal computer, software, an Internet browser, and access to the Internet.
- 2. Non-Recommended Configurations:** Customer Equipment that does not meet Coast Communications Co.'s minimum technical or other specifications constitutes a "Non-Recommended Configuration." NEITHER COAST COMMUNICATIONS CO. NOR ANY OF ITS AFFILIATES, SUPPLIERS OR AGENTS WARRANT THAT A NON-RECOMMENDED CONFIGURATION WILL ENABLE YOU TO SUCCESSFULLY INSTALL, ACCESS, OPERATE, OR USE THE SERVICE(S). YOU ACKNOWLEDGE THAT ANY SUCH INSTALLATION, ACCESS, OPERATION, OR USE COULD CAUSE CUSTOMER EQUIPMENT TO FAIL TO OPERATE OR CAUSE DAMAGE TO CUSTOMER EQUIPMENT, YOU, YOUR PREMISES OR COAST COMMUNICATIONS CO. EQUIPMENT. NEITHER COAST COMMUNICATIONS CO. NOR ANY OF ITS AFFILIATES, SUPPLIERS OR AGENTS SHALL HAVE ANY LIABILITY

Coast Communications Agreement for Residential Services

WHATSOEVER FOR ANY SUCH FAILURE OR DAMAGE. Coast Communications Co. reserves the right to deny you customer support for the Service(s) and/or terminate Service(s) if you use a Non-Recommended Configuration.

- No Unauthorized Devices or Tampering:** You agree not to attach or assist any person to attach, any unauthorized device to our cable network, Coast Communications Co. Equipment or the Service(s). If you make or assist any person to make any unauthorized connection or modification to Coast Communications Co. Equipment or the Service(s) or any other part of our cable network, we may terminate your Service(s) and recover such damages as may result from your actions. You also agree that you will not attach anything to the Inside Wiring, Coast Communications Co. Equipment, or Customer Equipment, whether installed by you or us, which singly or together impairs the integrity of our cable network or degrades our cable network's signal quality or strength or creates signal leakage. You also agree that we may recover damages from you for tampering with any Coast Communications Co. Equipment or any other part of our cable network or for receiving unauthorized Service(s). You agree that it would be difficult, if not impossible, to calculate precisely the lost revenue resulting from your receipt of unauthorized Service(s) or the tampering with Coast Communications Co. Equipment or our cable network. You therefore agree to pay us as liquidated damages, the sum of \$500.00 per device used to receive the unauthorized Service(s) in addition to our cost to replace any altered, damaged, or unreturned Coast Communications Co. Equipment or other equipment owned by Coast Communications Co., including any incidental costs. The unauthorized reception of the Service(s) may also result in criminal fines and/or imprisonment.

For all Digital Phone Customers. You will be liable for all authorized and unauthorized use at the Premises. You agree to notify us immediately in writing or by calling COAST COMMUNICATIONS CO. at 360-289-2252 during normal business hours if your Phone capable modem has been stolen or your Service(s) are being stolen or used without your authorization. When you call or write, you must provide your account number and a detailed description of the circumstances of the theft of your Phone capable modem or unauthorized use. If you fail to notify us in a timely manner, your Service(s) may be terminated without notice and you may incur additional charges.

For Digital Phone Customers. Except as described below, you may use Digital Phone with your telephone Inside Wiring, as long as we have reasonable access to it and you have the right to give us access to it. If you wish to have your Phone capable modem connected to your telephone Inside Wiring, you are advised to have a Coast Communications Co. technician perform the installation. To make that connection, we must first disconnect your telephone Inside Wiring from the network of your existing telephone provider, which may disable any services you receive from them. If you install Digital Phone yourself (where self-installation is an option), you should connect the Phone capable modem to a cordless phone, not directly to your telephone Inside Wiring. If the Phone capable modem is connected to your telephone Inside Wiring without first disconnecting the wiring from any existing telephone provider's network, the Phone capable modem may be damaged and/or Digital Phone may not operate properly.

7. USE OF SERVICES

You agree that the Service(s) and the Coast Communications Co. Equipment will be used only for personal, residential, non-commercial purposes, unless otherwise specifically authorized by us in writing. You will not use the Coast Communications Co. Equipment at any time at an address other than the Premises without our prior written authorization. You agree and represent that you will not resell or permit another to resell the Service(s) in whole or in part. You will not use or permit another to use the Coast Communications Co. Equipment or the Service(s), directly or indirectly, for any unlawful purpose, including, but not limited to, in violation of any posted Coast Communications Co. policy applicable to the Service(s). Use of the Coast Communications Co. Equipment or Service(s) for transmission, communications or storage of any information, data or material in violation of any U.S. federal, state or local regulation or law is prohibited.

You acknowledge that you are accepting this Agreement on behalf of all persons who use the Coast Communications Co. Equipment and/or Service(s) at the Premises and that you shall have sole responsibility for ensuring that all other users understand and comply with the terms and conditions of this Agreement and any applicable Coast Communications Co. policies including, but not limited to, acceptable use and privacy policies. You further acknowledge and agree that you shall be solely responsible for any transactions, including, without limitation, purchases made through or in connection with the Service(s). You agree to indemnify, defend and hold harmless Coast Communications Co. and its affiliates, suppliers, and agents against all claims and expenses (including reasonable attorneys' fees) arising out of the use of the Service(s), the Coast Communications Co. Equipment and/or the Customer Equipment or the breach of this Agreement or any of the applicable Coast Communications Co. policies by you or any other user of the Service(s) at the Premises.

- For Internet Customers.** The Coast Communications Co. Acceptable Use Policy ("AUP") and other policies concerning Internet are posted at <http://coastcommunications.com>. You further agree that Coast Communications Co. may modify the AUP or other policies from time to time. Notwithstanding anything to the contrary in this Agreement, YOU ACKNOWLEDGE AND AGREE THAT THE TERMS OF THE AUP AND ANY OTHER APPLICABLE COAST COMMUNICATIONS CO. POLICIES MAY BE PUT INTO EFFECT OR REVISED FROM TIME TO TIME WITH OR WITHOUT NOTICE BY POSTING A NEW VERSION OF THE AUP OR POLICY AS SET FORTH ABOVE. YOU AND OTHER USERS OF THE SERVICE(S) SHOULD CONSULT THE AUP AND ALL POSTED POLICIES REGULARLY TO CONFORM TO THE MOST RECENT VERSION.
- For Phone Customers.** The Coast Communications Co. Acceptable Use Policy for Residential Phone services ("Phone AUP") is posted at <http://coastcommunications.com>. COAST COMMUNICATIONS CO. RESERVES THE RIGHT TO LIMIT OR BLOCK ANY PHONE USAGE AS COAST COMMUNICATIONS CO. DEEMS NECESSARY TO PREVENT HARM TO ITS NETWORK, FRAUD, OR OTHER ABUSE OF PHONE SERVICES. You agree the Phone capable modem and Phone services will only be used at the Premises, except that certain online features may be accessible from locations other than the Premises. You understand and acknowledge that if you improperly install the Coast Communications Co. Equipment or Phone at another location in the Premises, then Phone including, but not limited to, 911/E911, may fail to function or may function improperly. If you move the Phone capable modem or Phone to another location without notifying us, you do so in violation of this Agreement and at your own risk. You agree not to use Phone for auto-dialing, continuous or extensive call forwarding, telemarketing, fax broadcasting or fax blasting, or for any other use that results in usage inconsistent with normal residential calling patterns. If we determine, in our sole discretion, that your use of Phone is in violation of this Agreement, we reserve the right (1) to terminate or modify immediately and without notice or (2) to assess additional charges for each month in which such violation occurred.

8. ASSIGNABILITY

This Agreement and the Service(s) furnished hereunder may not be assigned by you. You agree to notify us immediately of any changes of ownership or occupancy of the Premises. We may freely assign our rights and obligations under this Agreement with or without notice to you.

Coast Communications Agreement for Residential Services

9. TERMINATION OF THIS AGREEMENT

a. Term. This Agreement will be in effect from the time that the Service(s) are activated until (1) it is terminated as provided for by this Agreement or by any addendum to this Agreement or (2) it is replaced by a revised Agreement. If you self-install Coast Communications Co. Equipment, Service(s) charges begin the earliest of (1) the day on which you picked up Coast Communications Co. Equipment at our service center, (2) the day you install the Service(s), or (3) five (5) days after the date we ship the Coast Communications Co. Equipment to you. If you self-install a Phone capable modem, cable modem, or converter you obtained from a source other than Coast Communications Co., charges begin the day your order for the Service(s) is entered into our billing system. The option to self-install a Phone capable modem, cable modem, or converter from Coast Communications Co. is subject to availability.

b. Termination by You. Unless you have signed a minimum term addendum, you may terminate this Agreement for any reason at any time by notifying Coast Communications Co. in one of three ways: (1) send a written notice to the postal address for Coast Communications Co. business office (349 Damon Road NE, Ocean Shores, WA 98569); (2) send an electronic notice to the email address specified on www.coastcommunications.com or (3) call our customer service line during normal business hours. Subject to applicable law or the terms of any agreements with governmental authorities, all applicable fees and charges for the Service(s) will accrue until this Agreement has terminated, the Service(s) have been disconnected, and all Coast Communications Co. Equipment has been returned. We will refund all prepaid monthly service fees charged for Service(s) above \$10.00 after the date of termination (less any outstanding amounts due Coast Communications Co. for the Service(s), affiliate services, Coast Communications Co. Equipment, or other applicable fees and charges).

c. Suspension and Termination by Coast Communications Co.. Under the conditions listed below, Coast Communications Co. reserves the right, subject to applicable law, to act immediately and without notice to terminate or suspend the Service(s) and/or to remove from the Service(s) any information transmitted by or to any authorized users (e.g., email or Phonemail). Coast Communications Co. may take these actions if it: (1) determines that your use of the Service(s) does not conform with the requirements set forth in this Agreement, (2) determines that your use of the Service(s) interferes with Coast Communications Co.'s ability to provide the Service(s) to you or others, (3) reasonably believes that your use of the Service(s) may violate any laws, regulations, or written and electronic instructions for use, or (4) reasonably believes that your use of the Service(s) interferes with or endangers the health and/or safety of our personnel or third parties. Coast Communications Co.'s action or inaction under this Section shall not constitute review or approval of your or any other users' use of the Service(s) or information transmitted by or to you or users.

d. Your Obligations Upon Termination. You agree that upon termination of this Agreement you will do the following:

1. You will immediately cease all use of the Service(s) and all Coast Communications Co. Equipment;
2. You will pay in full for your use of the Service(s) up to the date that this Agreement has been terminated and the Service(s) are disconnected; and
3. Within ten (10) days of the date on which Service(s) are disconnected, you will return all Coast Communications Co. Equipment to us at our local business office or to our designee in working order, normal wear and tear excepted. Otherwise, you will be charged the amount set forth in the current pricing lists for such Coast Communications Co. Equipment, or the revised amount for which you receive notice; if no amount has been specified for the particular model of Coast Communications Co. Equipment, you will be charged the retail price for a new replacement. You may also be charged incidental costs that we incur in replacing the Coast Communications Co. Equipment. Upon our request during regular business hours at a time agreed upon by you and us, you will permit us and our employees, agents, contractors, and representatives to access the Premises during regular business hours to remove all Coast Communications Co. Equipment and other material provided by Coast Communications Co..

10. LIMITED WARRANTY

THE COAST COMMUNICATIONS CO. EQUIPMENT AND THE SERVICE(S) ARE PROVIDED "AS IS," WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED. NEITHER COAST COMMUNICATIONS CO. NOR ITS AFFILIATES, SUPPLIERS, EMPLOYEES, AGENTS, OR CONTRACTORS, DISTRIBUTORS, LICENSORS OR BUSINESS PARTNERS WARRANT THAT THE COAST COMMUNICATIONS CO. EQUIPMENT OR THE SERVICE(S) WILL MEET YOUR REQUIREMENTS, PROVIDE UNINTERRUPTED USE, OR OPERATE AS REQUIRED, WITHOUT DELAY, OR WITHOUT ERROR. NEITHER COAST COMMUNICATIONS CO. NOR ITS AFFILIATES, SUPPLIERS, EMPLOYEES, AGENTS, CONTRACTORS, DISTRIBUTORS, LICENSORS OR BUSINESS PARTNERS WARRANT THAT ANY COMMUNICATIONS WILL BE TRANSMITTED IN UNCORRUPTED FORM. ALL REPRESENTATIONS AND WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY WARRANTIES OF PERFORMANCE, NONINFRINGEMENT, FITNESS FOR A PARTICULAR PURPOSE OR MERCHANTABILITY, ARE HEREBY DISCLAIMED AND EXCLUDED UNLESS OTHERWISE PROHIBITED OR RESTRICTED BY APPLICABLE LAW.

11. LIMITATION OF COAST COMMUNICATIONS CO.'S LIABILITY

a. Application. The limitations of liability set forth in this Section apply to any acts, omissions, and negligence of Coast Communications Co. and its underlying third-party service providers, agents suppliers, distributors, licensors and business partners (and their respective officers, employees, agents, contractors or representatives) which, but for that provision, would give rise to a cause of action in contract, tort or under any other legal doctrine.

b. Customer Equipment. CUSTOMER EQUIPMENT MAY BE DAMAGED OR SUFFER SERVICE OUTAGES AS A RESULT OF THE INSTALLATION, SELF-INSTALLATION, USE, INSPECTION, MAINTENANCE, UPDATING, REPAIR, AND REMOVAL OF COAST COMMUNICATIONS CO. EQUIPMENT, CUSTOMER EQUIPMENT AND/OR THE SERVICES. EXCEPT FOR GROSS NEGLIGENCE OR WILLFUL MISCONDUCT, NEITHER COAST COMMUNICATIONS CO. NOR ANY OF ITS AFFILIATES, SUPPLIERS, EMPLOYEES, AGENTS, OR CONTRACTORS SHALL HAVE ANY LIABILITY WHATSOEVER FOR ANY DAMAGE, LOSS, OR DESTRUCTION TO THE CUSTOMER EQUIPMENT. IN THE EVENT OF GROSS NEGLIGENCE OR WILLFUL MISCONDUCT BY COAST COMMUNICATIONS CO., SUPPLIERS, EMPLOYEES, AGENTS, CONTRACTORS, DISTRIBUTORS, LICENSORS OR BUSINESS PARTNERS. WE SHALL PAY AT OUR SOLE

Coast Communications Agreement for Residential Services

DISCRETION FOR THE REPAIR OR REPLACEMENT OF THE DAMAGED CUSTOMER EQUIPMENT UP TO A MAXIMUM OF \$500. THIS SHALL BE YOUR SOLE AND EXCLUSIVE REMEDY RELATING TO SUCH ACTIVITY.

- **For Internet and Video Customers.** YOU UNDERSTAND THAT YOUR COMPUTER OR OTHER DEVICES MAY NEED TO BE OPENED, UPDATED, ACCESSED OR USED EITHER BY YOU OR BY US OR OUR AGENTS, IN CONNECTION WITH THE INSTALLATION, UPDATING OR REPAIR OF INTERNET OR VIDEO SERVICE(S). THE OPENING, ACCESSING OR USE OF YOUR COMPUTER, OTHER DEVICES USED IN CONNECTION WITH INTERNET OR VIDEO SERVICE(S) MAY VOID WARRANTIES PROVIDED BY THE COMPUTER OR OTHER DEVICE MANUFACTURER OR OTHER PARTIES RELATING TO THE COMPUTER'S OR DEVICE'S HARDWARE OR SOFTWARE. NEITHER COAST COMMUNICATIONS CO. NOR ANY OF ITS AFFILIATES, SUPPLIERS, OR AGENTS, SHALL HAVE ANY LIABILITY WHATSOEVER AS THE RESULT OF THE VOIDING OF ANY SUCH WARRANTIES.

c. Other Services or Equipment. BY ACCEPTING THIS AGREEMENT, YOU WAIVE ALL CLAIMS AGAINST COAST COMMUNICATIONS CO. FOR INTERFERENCE, DISRUPTION, OR INCOMPATIBILITY BETWEEN THE COAST COMMUNICATIONS CO. EQUIPMENT OR THE SERVICE(S) AND ANY OTHER SERVICE, SYSTEMS, OR EQUIPMENT. IN THE EVENT OF SUCH INTERFERENCE, DISRUPTION, OR INCOMPATIBILITY, YOUR SOLE REMEDY SHALL BE TO TERMINATE THE SERVICE(S) IN ACCORDANCE WITH SECTION 9.

d. Software. When you use certain features of the Service(s), such as online features (where available), you may require special software, applications, and/or access to the Internet. Coast Communications Co. makes no representation or warranty that any software or application installed on Customer Equipment, downloaded to Customer Equipment, or available through the Internet does not contain a virus or other harmful feature. It is your sole responsibility to take appropriate precautions to protect any Customer Equipment from damage to its software, files, and data as a result of any such virus or other harmful feature. We may, but are not required to, terminate all or any portion of the installation or operation of the Service(s) if a virus or other harmful feature or software is found to be present on your Customer Equipment. We are not required to provide you with any assistance in removal of viruses. If we decide, in our sole discretion, to install or run virus check software on your Customer Equipment, we make no representation or warranty that the virus check software will detect or correct any or all viruses. You acknowledge that you may incur additional charges for any service call made or required on account of any problem related to a virus or other harmful feature detected on your Customer Equipment. NEITHER COAST COMMUNICATIONS CO. NOR ITS AFFILIATES, SUPPLIERS, EMPLOYEES, AGENTS, CONTRACTORS DISTRIBUTORS, LICENSORS OR BUSINESS PARTNERS SHALL HAVE ANY LIABILITY WHATSOEVER FOR ANY DAMAGE TO OR LOSS OF ANY HARDWARE, SOFTWARE, FILES, OR DATA RESULTING FROM A VIRUS, ANY OTHER HARMFUL FEATURE, OR FROM ANY ATTEMPT TO REMOVE IT.

In addition, as part of the installation process for the software and other components of the Service(s), system files on your Customer Equipment may be modified. Coast Communications Co. does not represent, warrant or covenant that these modifications will not disrupt the normal operations of any Customer Equipment including without limitation your computer(s), or cause the loss of files. Coast Communications Co. does not represent, warrant, or covenant that the installation of the special software or applications or access to our Web portal(s) will not cause the loss of files or disrupt the normal operations of any Customer Equipment, including, but not limited to, your computer(s). FOR THESE AND OTHER REASONS, YOU ACKNOWLEDGE AND UNDERSTAND THE IMPORTANCE OF BACKING UP ALL FILES TO ANOTHER STORAGE MECHANISM PRIOR TO SUCH ACTIVITIES. YOU UNDERSTAND AND ACCEPT THE RISKS IF YOU DECIDE NOT TO BACK UP FILES. NEITHER COAST COMMUNICATIONS CO. NOR ITS AFFILIATES, SUPPLIERS, EMPLOYEES, AGENTS, CONTRACTORS, DISTRIBUTORS, LICENSORS OR BUSINESS PARTNERS SHALL HAVE ANY LIABILITY WHATSOEVER FOR ANY DAMAGE TO OR LOSS OF ANY SOFTWARE, FILES, OR DATA.

e. Disruption of Service. The Service(s) are not fail-safe and are not designed or intended for use in situations requiring fail-safe performance or in which an error or interruption in the Service(s) could lead to severe injury to business, persons, property, or environment ("High Risk Activities"). These High Risk Activities may include, without limitation, vital business, or personal communications, or activities where absolutely accurate data or information is required. You expressly assume the risks of any damages resulting from High Risk Activities. We shall not be liable for any inconvenience, loss, liability, or damage resulting from any interruption of the Service(s), directly or indirectly caused by, or proximately resulting from, any circumstances beyond our control, including, but not limited to, causes attributable to you or your property; inability to obtain access to the Premises; failure of any signal at the transmitter; failure of a communications satellite; 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 Service(s). In all other cases of an interruption of the Service(s), you shall be entitled upon a request made within sixty (60) days of such interruption, to a pro rata credit for any Service(s) interruption exceeding twenty-four consecutive hours after such interruption is reported to us, or such other period of time as may be specifically provided by law. Unless specifically provided by law, such credit shall not exceed the fixed monthly charges for the month of such Service(s) interruption and excludes all nonrecurring charges, one-time charges, per call or measured charges, regulatory fees and surcharges, taxes and other governmental and quasi-governmental fees. **EXCEPT AND UNLESS SPECIFICALLY PROHIBITED BY LAW, SUCH CREDIT SHALL BE YOUR SOLE AND EXCLUSIVE REMEDY FOR AN INTERRUPTION OF SERVICE(S).** Any credits provided by Coast Communications Co. are at our sole discretion and in no event shall constitute or be construed as a course of conduct by Coast Communications Co..

- **For Digital Phone Customers.** You understand and acknowledge that you will not be able to use Digital Phone under certain circumstances, including, but not limited to, the following: (1) if our network or facilities are not operating or (2) if normal electrical power to the Phone capable modem is interrupted and the Phone capable modem does not have a functioning battery backup. You also understand and acknowledge that the performance of a battery backup is not guaranteed. If the battery backup does not provide power, your digital Phone service will not function until normal power is restored. You also understand and acknowledge that Coast Communications Co. does not support priority restoration of Digital Phone. You also understand and acknowledge that you will not be able to use online features of Digital Phone (where available), under certain circumstances including, but not limited to, the interruption of your Internet connection.

f. Directory Listings. IF WE MAKE AVAILABLE AN OPTION TO LIST YOUR NAME, ADDRESS, AND/OR TELEPHONE NUMBER IN A PUBLISHED DIRECTORY (WHETHER IN PRINT OR ONLINE) OR DIRECTORY ASSISTANCE DATABASE, AND ONE OR MORE OF THE FOLLOWING CONDITIONS OCCURS: (1) YOU REQUEST THAT YOUR NAME, ADDRESS AND/OR PHONE NUMBER BE OMITTED FROM A DIRECTORY OR DIRECTORY ASSISTANCE DATABASE, BUT THAT INFORMATION IS INCLUDED IN EITHER OR BOTH; (2) YOU REQUEST THAT YOUR NAME,

Coast Communications Agreement for Residential Services

ADDRESS AND/OR PHONE NUMBER BE INCLUDED IN A DIRECTORY OR DIRECTORY ASSISTANCE DATABASE, BUT THAT INFORMATION IS OMITTED FROM EITHER OR BOTH; OR (3) THE PUBLISHED OR LISTED INFORMATION FOR YOUR ACCOUNT CONTAINS MATERIAL ERRORS OR OMISSIONS, THEN THE AGGREGATE LIABILITY OF COAST COMMUNICATIONS CO. AND ITS AFFILIATES, SUPPLIERS OR AGENTS SHALL NOT EXCEED THE MONTHLY CHARGES, IF ANY, WHICH YOU HAVE ACTUALLY PAID TO COAST COMMUNICATIONS CO. TO LIST, PUBLISH, NOT LIST, OR NOT PUBLISH THE INFORMATION FOR THE AFFECTED PERIOD. YOU SHALL HOLD HARMLESS COAST COMMUNICATIONS CO. AND ITS AFFILIATES, SUPPLIERS OR AGENTS AGAINST ANY AND ALL CLAIMS FOR DAMAGES CAUSED OR CLAIMED TO HAVE BEEN CAUSED, DIRECTLY OR INDIRECTLY, BY THE ERRORS AND OMISSIONS REFERENCED ABOVE.

g. Third Parties. Notwithstanding anything to the contrary in this Agreement, you acknowledge and understand that we may use third parties to provide components of the Service(s), including without limitation, their services, equipment, infrastructure, or content. Coast Communications Co. is not responsible for the performance (or non-performance) of third-party services, equipment, infrastructure, or content, whether or not they constitute components of the Service(s). Coast Communications Co. shall not be bound by any undertaking, representation or warranty made by an agent, or employee of Coast Communications Co. or of our underlying third-party providers and suppliers in connection with the installation, maintenance, or provision of the Service(s), if that undertaking, representation, or warranty is inconsistent with the terms of this Agreement. In addition, you understand that you will have access to the services and content of third parties through the Service(s), including without limitation that of content providers [whether or not accessible directly from the Service(s)]. Coast Communications Co. is not responsible for any services, equipment, infrastructure, and content that are not provided by us [even if they are components of the Service(s)], and we shall have no liability with respect to such services, equipment, infrastructure, and content. You should address questions or concerns relating to such services, equipment, infrastructure, and content to the providers of such services, equipment, infrastructure, and content. We do not endorse or warrant any third-party products, services, or content that are distributed or advertised over the Service(s).

h. Damages. EXCEPT AS SPECIFICALLY PROVIDED IN THIS AGREEMENT, NEITHER COAST COMMUNICATIONS CO. NOR ITS AFFILIATES, SUPPLIERS, EMPLOYEES, AGENTS, CONTRACTORS, DISTRIBUTORS, LICENSORS OR BUSINESS PARTNERS SHALL UNDER ANY CIRCUMSTANCES OR UNDER ANY LEGAL THEORY (INCLUDING, BUT NOT LIMITED TO, TORT OR CONTRACT) HAVE ANY LIABILITY TO THE CUSTOMER OR TO ANY OTHER PERSON OR ENTITY FOR THE FOLLOWING LOSSES, DAMAGES, OR COSTS:

(1) ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, TREBLE, PUNITIVE, EXEMPLARY, OR CONSEQUENTIAL LOSSES OR DAMAGES (INCLUDING, BUT NOT LIMITED TO, LOSS OF PROFITS, LOSS OF EARNINGS, LOSS OF BUSINESS OPPORTUNITIES, PERSONAL INJURIES, OR DEATH) THAT RESULT DIRECTLY OR INDIRECTLY FROM OR IN CONNECTION WITH (a) YOUR RELIANCE ON OR USE OF THE COAST COMMUNICATIONS CO. EQUIPMENT OR THE SERVICE(S) OR (b) THE INSTALLATION, SELF-INSTALLATION, MAINTENANCE, FAILURE, OR REMOVAL OF THE SERVICE(S) (INCLUDING, BUT NOT LIMITED TO, ANY MISTAKES, OMISSIONS, INTERRUPTIONS, COMPUTER OR OTHER HARDWARE OR SOFTWARE BREACH, FAILURES OR MALFUNCTIONS, DELETION OR CORRUPTION OF FILES, WORK STOPPAGE, ERRORS, DEFECTS, DELAYS IN OPERATION, DELAYS IN TRANSMISSION, OR FAILURE OF PERFORMANCE OF THE SERVICE(S), THE COAST COMMUNICATIONS CO. EQUIPMENT, OR THE CUSTOMER EQUIPMENT, OR ANY OTHER MISTAKES, OMISSIONS, LOSS OF CALL DETAIL, EMAIL, PHONEMAIL, OR OTHER INFORMATION OR DATA); OR

(2) ANY LOSSES, CLAIMS, DAMAGES, EXPENSES, LIABILITIES, LEGAL FEES, OR OTHER COSTS THAT RESULT DIRECTLY OR INDIRECTLY FROM OR IN CONNECTION WITH ANY ALLEGATION, CLAIM, SUIT, OR OTHER PROCEEDING BASED UPON A CONTENTION THAT THE USE OF THE COAST COMMUNICATIONS CO. EQUIPMENT OR THE SERVICE(S) BY YOU OR ANY OTHER PERSON OR ENTITY INFRINGES UPON THE CONTRACTUAL RIGHTS, PRIVACY, CONFIDENTIALITY, COPYRIGHT, PATENT, TRADEMARK, TRADE SECRET, OR OTHER INTELLECTUAL PROPERTY RIGHTS OF ANY THIRD PARTY.

i. Survival of Limitations. All representations, warranties, indemnifications, and limitations of liability contained in this Agreement shall survive the termination of this Agreement; Coast Communications Co. Agreement for Residential Services any other obligations of the parties hereunder shall also survive, if they relate to the period before termination or if, by their terms, they would be expected to survive such termination.

12. INDEMNIFICATION AND LIABILITY OF CUSTOMER

YOU AGREE THAT YOU SHALL BE RESPONSIBLE FOR AND SHALL DEFEND, INDEMNIFY, AND HOLD HARMLESS COAST COMMUNICATIONS CO. AND ITS EMPLOYEES, AFFILIATES, SUPPLIERS, AGENTS, CONTRACTORS, DISTRIBUTORS, LICENSORS AND BUSINESS PARTNERS AND SHALL REIMBURSE US FOR ANY DAMAGES, LOSSES OR EXPENSES (INCLUDING WITHOUT LIMITATION, REASONABLE ATTORNEYS' FEES AND COSTS) INCURRED BY US IN CONNECTION WITH ANY CLAIMS, SUITS, JUDGMENTS, AND CAUSES OF ACTION ARISING OUT OF (a) YOUR USE OF THE SERVICE(S) OR COAST COMMUNICATIONS CO. EQUIPMENT; (b) VIOLATION OR INFRINGEMENT OF CONTRACTUAL RIGHTS, PRIVACY, CONFIDENTIALITY, COPYRIGHT, PATENT, TRADEMARK, TRADE SECRET, OR OTHER INTELLECTUAL PROPERTY AND PROPRIETARY RIGHTS ARISING FROM YOUR USE OF THE SERVICE(S) OR ANY UNAUTHORIZED APPARATUS OR SYSTEM; (c) ANY CLAIMS OR DAMAGES ARISING OUT OF THE LACK OF 911/E911 OR DIALING ASSOCIATED WITH A HOME SECURITY, HOME DETENTION, OR MEDICAL MONITORING SYSTEM; AND (d) YOUR BREACH OF ANY PROVISION OF THIS AGREEMENT.

13. BINDING ARBITRATION

a. Purpose. If you have a Dispute (as defined below) with Coast Communications Co. that cannot be resolved through an informal dispute resolution with Coast Communications Co., you or Coast Communications Co. may elect to arbitrate that Dispute in accordance with the terms of this Arbitration Provision rather than litigate the Dispute in court. Arbitration means you will have a fair hearing before a neutral arbitrator instead of in a court by a judge or jury. Proceeding in arbitration may result in limited discovery and may be subject to limited review by courts.

b. Definitions. The term "Dispute" means any dispute, claim, or controversy between you and Coast Communications Co. regarding any aspect of your relationship with Coast Communications Co., whether based in contract, statute, regulation, ordinance, tort (including, but not limited to, fraud, misrepresentation, fraudulent inducement, negligence, or any other intentional tort), or any other legal or equitable theory, and includes the validity, enforceability or scope of this Arbitration Provision. "Dispute" is to be given the broadest possible meaning that will be enforced. As used in this

Coast Communications Agreement for Residential Services

Arbitration Provision, "Coast Communications Co." means Coast Communications Co. and its parents, subsidiaries.

CUSTOMER PRIVACY NOTICE AND SECURITY

a. The federal Cable Communications Act of 1984 contain certain provisions regarding the collection and maintenance of personally identifiable information by cable television operators. In accordance with those provisions, Coast communications records information that includes billing records, service maintenance and repair records, premium service subscription information, marketing information and subscriber complaints.

Unless otherwise noted, all personally identifiable information is used solely for the business purpose of offering and rendering cable television, Internet & Phone service. Some persons have access to such information when necessary in connection with our business. Access is as often as necessary and may be on a day to day basis. Those people include cable system employees; businesses which provide services to the cable system, such as our collection agents, program and program guide providers where applicable; program services which will periodically audit subscriber information and representatives of the franchising authority. The cable system will not maintain such information after it is no longer necessary for carrying on our business.

As a subscriber, you may review any personal information held by us which pertains to you. If you wish to review your personal information, please contact us by letter or telephone to arrange a review. The review will be at our local business office. You may request correction of any errors in personal information which we collect or maintain pertaining to you.

Federal law prohibits the cable system from collecting any personally identifiable information other than information necessary to carry on our business or to detect theft of services, unless you consent.

If we are served with a court order requiring disclosure of personally identifiable information concerning a subscriber, we will inform that subscriber before any information is released. Under some circumstances, a governmental entity may seek a court order to obtain personally identifiable information from the cable system concerning a cable customer. The subscriber must be given the opportunity to contest issuance of such order.

Any person aggrieved by any such act of a cable operator in violation of these federal limitations on the collection and disclosure of personally identifiable information may bring civil action in a United States District Court to enforce the limitations.

b. To the extent Coast Communications Co. is expressly required to do so by applicable law, we will provide notice to you of a breach of the security of certain personally identifiable information about you. It is Coast Communications Co.'s information security policy to provide such notice to you in the manner set forth in Section 16.

15. GENERAL

a. Entire Agreement. This Agreement and any other documents incorporated by reference constitute the entire agreement and understanding between you and Coast Communications Co. with respect to the subject matter of this Agreement, and replace any and all prior written or verbal agreements. If any portion of this Agreement is held to be unenforceable, the unenforceable portion shall be construed in accordance with applicable law as nearly as possible to reflect the original intentions of the parties, and the remainder of the provisions shall remain in full force and effect. Coast Communications Co. does not waive any provision or right if it fails to insist upon or enforce strict performance of any provision of this Agreement. Neither the course of conduct between you and Coast Communications Co. nor trade practice shall act to modify any provision of this Agreement.

b. Additional Representations and Warranties. In addition to representations and warranties you make elsewhere in this Agreement, you also represent and warrant that:

i. Age: You are at least 18 years of age.

ii. Customer Information: During the term of this Agreement, you have provided and will provide to Coast Communications Co. information that is accurate, complete and current, including without limitation your legal name, address, telephone number(s), the number of devices on which or through the Service(s) is being used, and payment data (including without limitation information provided when authorizing recurring payments). You agree to notify us promptly, in accordance with the terms of this Agreement, if there is any change in the information that you have provided to us. Failure to provide and maintain accurate information is a breach of this Agreement.

c. Information Provided to Third Parties. Coast Communications Co. is not responsible for any information provided by you to third parties, and this information is not subject to the privacy provisions of this Agreement or the privacy notice for the Service(s). You assume all privacy, security, and other risks associated with providing any information, including CPNI or personally identifiable information, to third parties via the Service(s). For a description of the privacy protections associated with providing information to third parties, you should refer to the privacy policies, if any, provided by those third parties.

d. Revocable License. The Service(s) and Coast Communications Co. Equipment, including, but not limited to, any firmware or software embedded in the Coast Communications Co. Equipment or used to provide the Service(s), are protected by trademark, copyright, patent and/or other intellectual property laws and international treaty provisions. You are granted a revocable license to use such firmware and software in object code form (without making any modification thereto) strictly in accordance with this Agreement. You acknowledge and understand that you are not granted any other license to use the firmware or software embedded in the Coast Communications Co. Equipment or used to provide the Service(s). You expressly agree

Coast Communications Agreement for Residential Services

that you will use the Coast Communications Co. Equipment exclusively in connection with the Service(s). You shall not take any action nor allow anyone else to take any action that will reverse compile, disassemble, reverse engineer, or otherwise attempt to derive the source code from the binary code of the firmware or software.

e. Protection of Coast Communications Co.'s Information and Marks. All Service(s) information, documents, and materials on our websites are protected by trademark, copyright or other intellectual property laws, and international treaty provisions. All websites, corporate names, service marks, trademarks, trade names, logos, and domain names (collectively "marks") of Coast Communications Co. and its affiliates are and shall remain the exclusive property of Coast Communications Co.. Nothing in this Agreement shall grant you the right or license to use any of the marks.

f. Retention of Rights. Nothing contained in this Agreement shall be construed to limit Coast Communications Co.'s rights and remedies available at law or in equity. Upon termination of this Agreement for any reason, Coast Communications Co. and its suppliers reserve the right to delete all your data, files, electronic messages or other Customer information that is stored on Coast Communications Co.'s or its suppliers' servers or systems. In addition, you may forfeit your account user name and all email, IP and Web space addresses, and Phone mail. In the event you cancel Digital Phone without porting your Phone service and the telephone number to another service provider, you will forfeit the telephone number. We shall have no liability whatsoever as the result of the loss of any such data, names, addresses, or numbers.

16. NOTICE METHOD FOR CHANGES TO THIS AGREEMENT

Coast Communications Co. will provide you notice of changes to this Agreement consistent with applicable law. The notice may be provided on your monthly bill, as a bill insert, in a newspaper, by email, or by other permitted communication. If you find the change unacceptable, you have the right to cancel your Service(s). However, if you continue to receive the Service(s) after the change, we will consider this your acceptance of the change.

- **For Internet and Phone Customers.** Coast Communications Co. may deliver any required or desired notice to you in any of the following ways, as determined in our sole discretion: (1) by posting it on <http://start.coastaccess.com> or another website about which you have been notified, (2) by sending notice via first class U.S. postal mail or overnight mail to your Premises; (3) by sending notice to the email address on Coast Communications Co.'s account records, or (4) by hand delivery. You agree that any one of the foregoing will constitute sufficient notice and you waive any claims that these forms of notice are insufficient or ineffective. Because we may from time to time notify you about important information regarding the Service(s) and this Agreement by these methods, you agree to regularly check your postal mail, email and all postings at <http://start.coastaccess.com> or on another website about which you have been notified or you bear the risk of failing to do so.

ADDITIONAL PROVISIONS APPLICABLE TO HIGH-SPEED INTERNET SERVICE

In addition to the provisions above that are applicable to Coast Communications Co. Video, YOUR INTERNET SERVICE and Coast digital Voice, the following are specifically applicable to YOUR INTERNET SERVICE Customers, including the Software License Agreement referenced in this Agreement.

1. INTELLECTUAL PROPERTY RIGHTS

a. Ownership of Addresses. You acknowledge that use of YOUR INTERNET SERVICE does not give you any ownership or other rights in any Internet/on-line addresses provided to you, including, but not limited to, Internet Protocol ("IP") addresses, email addresses, and Web addresses. We may modify or change these addresses at any time without notice and shall in no way be required to compensate you for these changes. Upon termination of an YOUR INTERNET SERVICE account, we reserve the right permanently to delete or remove any or all addresses associated with the account.

b. Authorization. Coast Communications Co. does not claim any ownership of any material that you publish, transmit or distribute using the Internet service. By using the Internet service to publish, transmit, or distribute material or content, you (1) warrant that the material or content complies with the provisions of this Agreement, (2) consent to and authorize Coast Communications Co., its agents, suppliers, and affiliates to reproduce, publish, distribute, and display the content worldwide and (3) warrant that you have the right to provide this authorization. You acknowledge that material posted or transmitted using the Internet service may be copied, republished or distributed by third parties, and you agree to indemnify, defend, and hold harmless Coast Communications Co., its agents, suppliers, and affiliates for any harm resulting from these actions.

c. Copyright. Title and intellectual property rights to the Internet service are owned by Coast Communications Co., its agents, suppliers, or affiliates or their licensors or otherwise by the owners of such material and are protected by copyright laws and treaties. You may not copy, redistribute, resell, or publish any part of the Internet service without any required express prior written consent from Coast Communications Co. or other owner of such material. If you download copyrighted material and violate copyright laws, Coast Communications, at its sole discretion, reserves the right to terminate your internet service.

d. Material Downloaded Through the Internet. In addition to any content that may be provided by us, you may access material through the Internet service that is not owned by Coast Communications Co.. Specific terms and conditions may apply to your use of any content or material made available through the Internet service that is not owned by Coast Communications Co.. You should read those terms and conditions to learn how they apply to you and your use of any non-Coast Communications Co. content.

2. ADDITIONAL LIMITATIONS ON COAST COMMUNICATIONS CO.'S LIABILITY FOR THE INTERNET SERVICE

a. Responsibility for Content. You acknowledge that there is some content and material on the Internet or otherwise available through the Internet service that may be offensive to some individuals, may be unsuitable for children, may violate federal, state or local laws, rules or regulations, or may violate your protected rights or those of others. We assume no responsibility for this content or material. Anyone who accesses such content and material does so at his or her own risk. NEITHER COAST COMMUNICATIONS CO. NOR ITS AFFILIATES, SUPPLIERS, EMPLOYEES, AGENTS, CONTRACTORS, DISTRIBUTORS, LICENSORS OR BUSINESS PARTNERS SHALL HAVE ANY LIABILITY WHATSOEVER FOR ANY CLAIMS, LOSSES, ACTIONS, DAMAGES, SUITS, OR PROCEEDINGS ARISING OUT OF OR OTHERWISE RELATING TO ACCESS TO SUCH CONTENT OR MATERIAL BY YOU OR OTHERS. Questions or complaints regarding content or material should be addressed to the content or material provider. You acknowledge that software programs are commercially available that claim to be able to restrict access to sexually explicit or other objectionable material on the Internet. We make no representation or warranty regarding the effectiveness of such programs.

Coast Communications Agreement for Residential Services

b. Eavesdropping. The public Internet is used by numerous persons or entities including, without limitation, other subscribers to the Internet service. As is the case with all shared networks like the public Internet, there is a risk that you could be subject to "eavesdropping." This means that other persons or entities may be able to access and/or monitor your use of the Internet service. If you post, store, transmit, or disseminate any sensitive or confidential information, you do so at your sole risk. NEITHER COAST COMMUNICATIONS CO. NOR ITS AFFILIATES, SUPPLIERS, OR AGENTS SHALL HAVE ANY LIABILITY WHATSOEVER FOR ANY CLAIMS, LOSSES, ACTIONS, DAMAGES, SUITS, OR PROCEEDINGS ARISING OUT OF OR OTHERWISE RELATING TO SUCH ACTIONS BY YOU. You acknowledge that software programs are commercially available that claim to be capable of encryption or anonymization. We make no representation or warranty regarding the effectiveness of these programs.

c. FTP/HTTP Service Setup. You acknowledge that when using the Internet service there are certain applications such as FTP (File Transfer Protocol) or HTTP (Hyper Text Transfer Protocol) that may be used by other persons or entities to gain access to your Customer Equipment. You are solely responsible for the security of your Customer Equipment or any other equipment you choose to use in connection with the Service(s), including without limitation any data stored on such equipment. NEITHER COAST COMMUNICATIONS CO. NOR ITS AFFILIATES, SUPPLIERS, EMPLOYEES, AGENTS, OR CONTRACTORS SHALL HAVE ANY LIABILITY WHATSOEVER FOR ANY CLAIMS, LOSSES, ACTIONS, DAMAGES, SUITS OR PROCEEDINGS RESULTING FROM, ARISING OUT OF, OR OTHERWISE RELATING TO THE USE OF SUCH APPLICATIONS BY YOU, OR THE ACCESS BY OTHERS TO YOUR CUSTOMER EQUIPMENT OR OTHER EQUIPMENT OF YOURS.

d. Facilities Allocation. Coast Communications Co. reserves the right to determine, in its discretion, and on an ongoing basis, the nature and extent of its facilities allocated to support your Internet service, including, but not limited to, the amount of bandwidth to be utilized and delivered in conjunction with your Internet service.

ADDITIONAL PROVISIONS APPLICABLE TO DIGITAL PHONE SERVICE

In addition to the General Terms and Conditions above, the following terms and conditions are specifically applicable to Digital Phone Customers.

1. SPECIAL NOTICE FOR COAST COMMUNICATIONS CO. DIGITAL PHONE SUBSCRIBERS:

a. Limitations. Digital Phone service includes 911/Enhanced and 911 functionality ("911/E911") that may differ from the 911/E911 functionality furnished by other providers. As such, it may have certain limitations. CAREFULLY READ THE INFORMATION BELOW. YOU ACKNOWLEDGE AND ACCEPT ANY LIMITATIONS OF 911/E911. YOU AGREE TO CONVEY THESE LIMITATIONS TO ALL PERSONS WHO MAY HAVE OCCASION TO PLACE CALLS OVER THE SERVICES. IF YOU HAVE ANY QUESTIONS ABOUT 911/E911, CALL 1-800-COAST COMMUNICATIONS CO..

i. Correct Address: In order for your 911/E911 calls to be properly directed to emergency services, Coast Communications Co. must have your correct Premises address. If you move your Digital Phone service to a different address without Coast Communications Co.'s approval, 911/E911 calls may be directed to the wrong emergency authority, may transmit the wrong address, and/or your Digital Phone service (including 911/E911) may fail altogether. Therefore, you must call COAST COMMUNICATIONS CO. before you move your Digital Phone service to a new address. Coast Communications Co. will need several business days to update your Premises address in the E911 system so that your 911/E911 calls can be properly directed. All changes in service address require Coast Communications Co.'s prior approval.

ii. Service Interruptions: Digital Phone service uses the electrical power in your home. If there is an electrical power outage, 911 calling may be interrupted if a battery backup in the associated Phone capable modem is not installed, fails, or is exhausted after several hours. Furthermore, calls, including calls to 911/E911, may not be completed if there is a problem with network facilities, including network congestion, network/equipment/power failure, or another technical problem.

iii. Suspension and Termination by Coast Communications Co.: You understand and acknowledge that all Digital Phone services, including 911/E911, as well as all online features of your Digital Phone service, where we make these features available, will be disabled if your account is suspended or terminated.

iv. Telephone Number Assignments: The telephone numbers utilized for your Digital Phone service are assigned in accordance with applicable federal and state numbering rules. Therefore, Coast Communications Co. may not assign a telephone number outside of the telephone rate center to which that number is appropriately assigned.

b. Limitation of Liability and Indemnification. YOU ACKNOWLEDGE AND AGREE THAT COAST COMMUNICATIONS CO. WILL NOT BE LIABLE FOR ANY SERVICE OUTAGE, INABILITY TO DIAL 911 USING THE SERVICE(S), AND/OR INABILITY TO ACCESS EMERGENCY SERVICE PERSONNEL. YOU AGREE TO DEFEND, INDEMNIFY, AND HOLD HARMLESS COAST COMMUNICATIONS CO. AND ITS AFFILIATES, SUPPLIERS OR AGENTS FROM ANY AND ALL CLAIMS, LOSSES, DAMAGES, FINES, PENALTIES, COSTS, AND EXPENSES (INCLUDING, BUT NOT LIMITED TO, REASONABLE ATTORNEYS' FEES) BY, OR ON BEHALF OF, YOU OR ANY THIRD PARTY OR USER OF THE SERVICE(S) RELATING TO THE FAILURE OR OUTAGE OF THE SERVICE(S), INCLUDING THOSE RELATED TO 911/E911.

2. ADDITIONAL DIGITAL PHONE-SPECIFIC PROVISIONS REGARDING CUSTOMER EQUIPMENT

a. Incompatible Equipment and Services. You acknowledge and understand that your Digital Phone service may not support or be compatible with:

i. Non-Recommended Configurations as defined in Section 6(b) [including, but not limited to, Phone capable modems not currently certified by Coast Communications Co. as compatible with the Service(s)];

ii. Certain non-Phone communications equipment, including certain makes or models of alarm and home security systems, certain medical monitoring, personal emergency alert, and home detention devices, certain fax machines, and certain "dial-up" modems;

iii. Rotary-dial phone handsets, and certain makes and models of other Phone-related communications equipment including key systems, private branch exchange (PBX) equipment, answering machines, and traditional Caller ID units;

iv. Casual/dial around (10-10) calling; 976, 900, 700, or 500 number calling;

Coast Communications Agreement for Residential Services

v. 311, 511, or other N11 calling (other than 411, 611, 711, and 911); and

vi. Other call types not expressly set forth in our product literature (e.g., outbound shore-to-ship calling); and

vii. Certain service codes such as automatic callback and automatic recall (e.g., *66, *69) due to compatibility limitations with other carrier signal functions.

3. PHONE-CAPABLE MODEM BACKUP BATTERY

If the Phone-capable modem is equipped with a backup battery, such battery is used to provide service during a power outage to your home where power to Coast Communications Co.'s network remains available. The length of time that your Digital Phone service will be available during a power outage will depend on the following: (i) the backup battery remains properly installed in the Phone capable modem; (ii) the condition and age of the backup battery; and (iii) the amount of Digital Phone service usage when the Phone capable modem is utilizing power from the backup battery. You understand and acknowledge that: (i) the performance of the backup battery is not guaranteed; and (ii) you will not be able to use your Digital Phone service if electrical power to the Phone capable modem is interrupted and the Phone capable modem does not have a functioning backup battery. A Phone capable modem backup battery does not power cordless phones or other equipment connected to the telephone line that require electricity from your Premises, such as telecommunications devices used to assist customers with disabilities.

4. TRANSFER OF YOUR PHONE NUMBER(S)

For information about switching to another provider from Coast Communications Co. and the assignment of telephone numbers related to your Digital Phone service please call COAST COMMUNICATIONS CO..

5. CUSTOMER INFORMATION

Coast Communications Co. and its suppliers reserve the right both during the term of this Agreement and upon its termination to delete your Phonemail, call detail, data, files, or other information that is stored on Coast Communications Co.'s or its suppliers' servers or systems, in accordance with our storage policies. You understand and acknowledge that we shall have no liability whatsoever as a result of the loss or removal of any such Phonemail, call detail, data, files, or other information.

6. INTEGRATED SERVICES

Use of your Digital Phone service's integrated services provided through online portals such as applicable communications center or Phone Center are governed by the GENERAL TERMS AND CONDITIONS of this Agreement.