



## BUSINESS SERVICES SUBSCRIBER AGREEMENT

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### Introduction

- (a) This business services subscriber agreement and the accompanying Business Customer Service Order (the “BCSO”), as well as the Internet Service Acceptable Use Policy, Privacy Policy and Bandwidth Limitations and Other Important Terms of Use available at [www.goldcoastbroadband.com](http://www.goldcoastbroadband.com) (collectively, the “Agreement”) sets forth the terms and conditions under which Gold Coast Broadband, together with any of its affiliates and/or distribution partners (collectively, “Gold Coast Broadband” or “we”), agrees to provide the services described in the BCSO and herein (the “Services”). The account holder(s) referred to on the BCSO (“I,” “me,” “my,” “you,” or “your”) agrees that this Agreement sets forth the terms and conditions that govern my receipt of the Services from Gold Coast Broadband, which may include, among others, cable, high-speed data, local telephone, long distance and voice-over-internet-protocol telephone services. By using the Service(s), you agree to abide by, and require others using the Services via your account to abide by, the terms of this Agreement. If you do not agree with the foregoing, you may not use the Services and must return any installation software, equipment, and all associated materials to Gold Coast Broadband. This Agreement takes effect on the effective date of the BCSO and continues until the BCSO is terminated.
- (b) Gold Coast Broadband reserves the right to modify the terms of this Agreement from time to time and/or discontinue or revise any or all other aspects of the Services in its sole discretion at any time by posting changes online. Your continued use of the Services after changes are posted constitutes your acceptance of this Agreement as modified by the posted changes. The updated, online version of this Agreement shall supersede any prior version of this Agreement that may have been included in any software or related materials provided by Gold Coast Broadband.
- (c) Gold Coast Broadband shall provide notice of any significant change(s) to this Agreement. Any such changes will become effective immediately except where applicable law requires a notice period, in which case the change will become effective at the end of the requisite notice period. Upon effectiveness of any such change, your continued use of the Services

will constitute your consent to such change and your agreement to be bound by the terms of this Agreement as so changed. If you do not agree to any such change, you shall cease using the Services and notify Gold Coast Broadband that you are terminating your account.

In consideration of Gold Coast Broadband's provision of the Services that you have requested, subject to applicable law, **YOU AGREE AS FOLLOWS:**

**IF YOU DO NOT AGREE TO BE BOUND BY THESE TERMS, YOU MUST IMMEDIATELY STOP THE USE OF THE SERVICES AND NOTIFY GOLD COAST BROADBAND SO THAT YOUR ACCOUNT MAY BE CLOSED.**

Subscriber Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## 1. Definitions

- (a) “Agreement” means this Business Services Subscriber Agreement, as it may be amended from time to time by Gold Coast Broadband, and the accompanying BCSO as well as the Internet Service Acceptable Use Policy, Privacy Policy and Bandwidth Limitations and Other Important Terms of Use set forth at [www.Goldcoastbroadband.com](http://www.Goldcoastbroadband.com).
- (b) “BCSO” means the Gold Coast Broadband Business Customer Service Order provided to me in connection with the installation or commencement of my Service(s).
- (c) “Cable Service” means video and/or audio programming Services such as basic, standard, digital and premium Services, Services provided on a per-channel or per-program basis, pay-per-play, pay-per-view or VOD.
- (d) “Computer” means the personal computer(s) located at the Service Site that will be used to access the HSD Service, as specified on the accompanying BCSO.
- (e) “Customer Equipment” means any equipment provided by you including, but not limited to, a phone handset or equivalent, phone inside wire and outlets, a powered electrical outlet, cable modems, voice-enabled cable modems, remote control units, multimedia terminal adapter (“MTA”) and any other equipment provided by you for use in connection with the Services under this Agreement.
- (f) “DVR” means a set-top box or other device enabled with a digital video recorder that is provided to me by Gold Coast Broadband.
- (g) “HSD Service” and “High Speed Data Service” mean the online content, features, functions and Services (which may include Internet access) of the ISP or OLP selected by me, as provided over Gold Coast Broadband’s cable systems.
- (h) “Including” or “include” shall mean inclusion, without limitation.
- (i) “ISP” means the Internet service provider selected by me from among those offered now or in the future by Gold Coast Broadband for the HSD Service.
- (j) “Local Telephone Service” and “Long Distance Telephone Service” are set forth in the Gold Coast Broadband tariffs, if any, on file with the appropriate federal and/or state regulatory agencies. In the event a question arises requiring an interpretation of the terms of service in

this Agreement, the provisions found in the tariff will take precedence.

- (k) “Me,” “My,” and “I” mean the account holder identified on the BCSO who is authorized by Gold Coast Broadband to access and use the Services.
- (l) “MTA” means multimedia terminal adapter.
- (m) “On-line Provider” or “OLP” means a provider of on-line content, features, functions and Services that are used in conjunction with my ISP Service (and whose service may be purchase with an ISP Service as part of a combined offering) but that does not itself provide Internet connectivity.
- (n) “Service” or “Services” means that service or those services provided to me by Gold Coast Broadband, which may include Cable Service, High Speed Data Service, VoIP Service and equipment based Services such as DVR Services.
- (o) “Service Site” means the site which will receive the Service(s), as indicated on the BCSO.
- (p) “Software” means the computer software, if any, licensed by my ISP or OLP to me to access the HSD Service, or licensed by Gold Coast Broadband to me to facilitate installation or use of my ISP’s or OLP’s service or any other Services. “Software” also refers to any executable code that may be included in, downloaded to, or utilized by, any Gold Coast Broadband Equipment.
- (q) “Subscriber Materials” means the handbooks, manuals and other guide materials provided by Gold Coast Broadband or any third party (including my ISP or OLP) regarding use of the Services.
- (r) “Subscriber Privacy Notice” means the Subscriber Privacy Notice described in section 13(a), as it may be amended from time to time by Gold Coast Broadband.
- (s) “Gold Coast Broadband,” “Gold Coast Broadband Parties” or “we” means Gold Coast Broadband, LLC and any of its affiliates and subsidiaries and their respective directors, officers, employees and agents, as well as the local Gold Coast Broadband-affiliated cable operator that is providing the Services over its cable system, or any person or entity to whom Gold Coast Broadband assigns this Agreement.
- (t) “Gold Coast Broadband Equipment” means any equipment Gold Coast Broadband provides to me

including, but not limited to, wire, cable, cable conduit, splitters, junction boxes, converter boxes (also known as “set top” boxes), decoders, terminals, cable modems, voice-enabled cable modems, remote control units, a multimedia terminal adapter (“MTA”) and any other equipment or materials provided to me by Gold Coast Broadband for use in connection with the receipt of Services.

- (u) “VOD” means video on demand.
- (v) “VoIP Service” means the provision of access to Gold Coast Broadband’s Internet Protocol voice network and the public switched telephone network for the purpose of making and receiving local and/or long distance telephone calls and to access additional features and functions through Gold Coast Broadband’s network.

## **2. Important Information Concerning This Agreement**

- (a) This Agreement, as it may be amended from time to time, constitutes the entire agreement between Gold Coast Broadband and me pertaining to the Services described in the BCSO. This Agreement supersedes all previous written or oral agreements between Gold Coast Broadband and me pertaining to these Services. I am not entitled to rely on any oral or written statements by Gold Coast Broadband’s representatives relating to the subjects covered by these documents, whether made prior to the date of the BCSO or thereafter, and Gold Coast Broadband will have no liability to me except in respect of its obligations as described in this Agreement and the other documents referred to above. The use of my Services by any person other than me is also subject to the terms of this Agreement.
- (b) Gold Coast Broadband may add to, modify or delete any term of this Agreement at any time. An online version of this Business Services Subscriber Agreement, the Internet Service Acceptable Use Policy, the Bandwidth Limitations and Other Important Terms of Use and the Privacy Policy, as so changed from time to time, will be accessible at [www.goldcoastbroadband.com](http://www.goldcoastbroadband.com) or another online location designated by Gold Coast Broadband.
- (c) Gold Coast Broadband shall notify me of any significant change(s) in this Agreement. Any such changes will become effective immediately except where applicable law requires a notice period, in which case the change will become effective at the end of the requisite notice period. Upon effectiveness of any such change, my continued use of the Services will constitute my consent to such change and my agreement to be bound by the terms of this

Agreement as so changed. If I do not agree to any such change, I shall immediately stop using the Services and notify Gold Coast Broadband that I am terminating my Services account.

- (d) My acceptance of the Services constitutes my acceptance of the terms and conditions contained in this Agreement. In the event that a portion of my Services is terminated or any aspect of it is changed, any remaining service or replacement service will continue to be governed by this Agreement.

### **3. Payment; Charges**

- (a) I agree to pay Gold Coast Broadband for (i) all use of my Services (including, if Gold Coast Broadband is the party billing me for ISP or OLP Service, for my subscription to my choice of ISP or OLP, as applicable), (ii) installation and applicable service charges, (iii) Gold Coast Broadband Equipment, and (iv) all applicable local, state and federal fees and taxes, all in accordance with the BCSO.
- (b) If I receive VoIP Service, the fees and charges for VoIP Service begin to accrue on the Install Date, as defined in the BCSO.
- (c) All charges are payable on the due date specified, or as otherwise indicated, on my bill. I agree that late charges may be assessed, subject to applicable law, on amounts that are past due. My failure to deliver payment by the due date is a breach of this Agreement. The current late fees will be provided upon request and, if applicable, will not exceed the maximum late fees as set forth by applicable law. Gold Coast Broadband reserves the right to change the late fees.
- (d) I agree that if my Services account with Gold Coast Broadband is past due, Gold Coast Broadband may terminate any of my Services or accounts, including VoIP Service, in accordance with applicable law. If I have a credit due to me or a deposit is being held on any account with Gold Coast Broadband, the credit or deposit may be used to offset amounts past due on any other account I may have with Gold Coast Broadband without notice to me. To reconnect any terminated Services, I may be required, in addition to payment of all outstanding balances on all accounts with Gold Coast Broadband, to pay reconnect charges or trip charges (where applicable) and/or security deposits before reconnection. Gold Coast Broadband may verify my credit standing with credit reporting agencies and require a deposit based on my credit standing or other applicable criteria. Gold Coast

Broadband may require a security deposit or a bank or credit card or account debit authorization from me as a condition of providing or continuing to provide the Services. If Gold Coast Broadband requires a security deposit, the obligations of Gold Coast Broadband regarding such security deposit will be governed by the terms of the deposit receipt provided by Gold Coast Broadband to me at the time the deposit is collected. I agree that Gold Coast Broadband may deduct amounts from my security deposit, bill any bank or credit card submitted by me or utilize any other means of payment available to Gold Coast Broadband for any past due amounts payable by me to Gold Coast Broadband, including in respect of damaged or unreturned Equipment.

If I have elected to be billed by credit card, debit card or ACH transfer, I agree that I will automatically be billed each month for any amounts due under this Agreement. If I make payment by check, I authorize Gold Coast Broadband and its agents to collect this item electronically.

Gold Coast Broadband may charge fees for all returned checks and account debit, bank card or charge card chargebacks. The current return/chargeback fees can be provided on request. Gold Coast Broadband reserves the right to change return/chargeback fees.

If I subscribe to HSD Service, I acknowledge that, even if Gold Coast Broadband is billing for the HSD Service, my ISP or OLP may require a bank or credit card or account debit authorization or other assurance of payment from me, including for charges for additional or continuing Services outside the HSD Service billed by Gold Coast Broadband that are payable under the ISP Terms. I agree that Gold Coast Broadband or my ISP (and, if applicable, OLP) may bill any bank or credit card submitted by me to my ISP or OLP or utilize any other means of payment available to my ISP or OLP for any past due amounts payable by me to Gold Coast Broadband. I also agree that responsibility for billing for my HSD Service subscription may be changed between Gold Coast Broadband and my ISP or OLP upon notice to me.

All use of my Services, whether or not authorized by me, will be deemed my use and I will be responsible in all respects for all such use, including for payment of all charges attributable to my account (e.g., for VOD movies, merchandise ordered via Internet, international long distance charges, etc.). Gold Coast Broadband is entitled to assume that any communications made through my Services or from the location at which I receive the Services are my communications or have been authorized by me. I am legally responsible for

all costs and charges associated with communications made through my Services or from the location at which I receive the Services, whether made by me or a third party. My Services may contain or make available information, content, merchandise, products and services provided by third parties and for which there may be charges payable to third parties (which may include my choice of ISP or OLP and/or entities affiliated with Gold Coast Broadband). I agree that all such charges incurred by me or attributed to my account will be my sole and exclusive responsibility and agree to pay the same when due, and shall indemnify and hold harmless the Gold Coast Broadband Parties for all liability for such charges. I agree that Gold Coast Broadband is not responsible or liable for the quality of any content, merchandise, products or services (or the price thereof) made available to me via the Services, for the representations or warranties made by the seller or manufacturer of any such item, or for any damage or injury, if any, resulting from the use of such item.

- (j) I acknowledge that currently, and from time to time, there is uncertainty about the regulatory classification of some of the Services Gold Coast Broadband provides and, consequently, uncertainty about what fees, taxes and surcharges are due from Gold Coast Broadband and/or its customers. Accordingly, I agree that Gold Coast Broadband has the right to determine, in its sole discretion, what fees, taxes and surcharges are due and to collect and remit them to the relevant governmental authorities, and/or to pay and pass them through to me. I further agree to waive any claims I may have regarding Gold Coast Broadband's collection or remittance of such fees, taxes and surcharges. I further understand that I may obtain a list of the fees, taxes and surcharges that my local Gold Coast Broadband office currently collects or passes through by writing to Gold Coast Broadband at the following address and requesting same: Gold Coast Broadband, 285 Grand Street, Jersey City, NJ 07302; Attention: Legal Department.
- (k) I agree that it is my responsibility to report Gold Coast Broadband billing errors within 30 days of receipt of the erroneous bill so that service levels and all payments can be verified. If not reported within 30 days, I agree that the errors are waived.

#### **4. Installation; Equipment and Cabling**

- (a) If I am not the owner of the Service Site in which Gold Coast Broadband Equipment and Software are to be installed, I warrant that I have obtained the consent of the owner of the Service Site for Gold Coast Broadband personnel and/or its agents to enter the Service Site for the purposes described in Section 4(d). I agree to indemnify and hold the Gold Coast Broadband Parties harmless from and against any claims of the owner of the Service Site



arising out of the performance of this Agreement (including costs and reasonable attorneys' fees).

- (b) I authorize Gold Coast Broadband to make any preparations to the Service Site necessary for the installation, maintenance, or removal of equipment. Gold Coast Broadband shall not be liable for any effects of normal Services installation and workmanship, such as holes in walls, etc., which may remain after installation or removal of the Gold Coast Broadband Equipment, except for damage caused by the gross negligence or willful misconduct on the part of Gold Coast Broadband.
- (c) The Gold Coast Broadband Equipment is and at all times shall remain the sole and exclusive personal property of Gold Coast Broadband, and I agree that I do not become an owner of any Gold Coast Broadband Equipment by virtue of the payments provided for in this Agreement or the attachment of any portion of the Gold Coast Broadband Equipment to the Service Site or otherwise. Upon termination of any Services, subject to any applicable laws or regulations, Gold Coast Broadband may, but shall not be obligated to, retrieve any associated Gold Coast Broadband Equipment not returned by me as required under Section 4(f) below. Gold Coast Broadband will not be deemed to have "abandoned" the Gold Coast Broadband Equipment if it does not retrieve such equipment.
- (d) I agree to provide Gold Coast Broadband and its authorized agents access to the Service Site during regular business hours upon reasonable notice during the term of this Agreement and after its termination to install, connect, inspect, maintain, repair, replace, alter or disconnect or remove the Gold Coast Broadband Equipment, to install Software, to conduct service theft audits, or to check for signal leakage. I agree that Gold Coast Broadband may have reasonable access to easements and Gold Coast Broadband Equipment located on my grounds.

Gold Coast Broadband shall have the right to upgrade, modify and enhance Gold Coast Broadband Equipment and Software from time to time through "downloads" from Gold Coast Broadband's network or otherwise. Without limiting the foregoing, Gold Coast Broadband may, at any time, employ such means to limit or increase the throughput available through individual cable modems whether or not provided by Gold Coast Broadband.

- (e) If the Services are terminated, I agree that I have no right to possess or use the Gold Coast Broadband Equipment related to the terminated Services. I agree that I must arrange for the return of Gold Coast Broadband Equipment to Gold Coast Broadband, in the same condition

as when received (excepting ordinary wear and tear), upon termination of the Services. If I do not promptly return the Gold Coast Broadband Equipment or schedule with Gold Coast Broadband for its disconnection and removal, Gold Coast Broadband may enter any premises where the Gold Coast Broadband Equipment may be located for the purpose of disconnecting and retrieving the Gold Coast Broadband Equipment. I shall pay any expense incurred by Gold Coast Broadband in any retrieval of the unreturned Gold Coast Broadband Equipment. Gold Coast Broadband may charge me a continuing monthly fee until any outstanding Gold Coast Broadband Equipment is returned, collected by Gold Coast Broadband or fully paid for by me in accordance with Section 4(g). The current fee can be provided on request.

- (f) I agree to pay Gold Coast Broadband liquidated damages in the amount stated for the replacement cost of the Gold Coast Broadband Equipment without any deduction for depreciation, wear and tear or physical condition of such Gold Coast Broadband Equipment if (i) I tamper with, or permit others to tamper with, Gold Coast Broadband Equipment, (ii) the Gold Coast Broadband Equipment is destroyed, lost, or stolen, whether or not due to circumstances beyond my reasonable control, and even if I exercised due care to prevent such destruction, loss, or theft, or (iii) the Gold Coast Broadband Equipment is damaged (excluding equipment malfunction through no fault of my own) while in my possession, whether or not due to circumstances beyond my reasonable control, and even if I exercised due care to prevent such damage. I agree that these liquidated damages are reasonable in light of the problem of theft of cable Services; the ability of third parties to steal Services with unlawfully obtained Gold Coast Broadband Equipment, causing loss of revenues for installation and service fees; and the difficulty in determining the actual damages that arise from the unauthorized tampering with, loss, destruction, or theft of Gold Coast Broadband Equipment. I agree to return any damaged Gold Coast Broadband Equipment to Gold Coast Broadband.
- (g) I agree that Gold Coast Broadband may place equipment and cables on the Service Site to facilitate the provision of Services to me and to other locations in my area. The license granted under this section will survive the termination of this Agreement until the date that is one year from the date on which I first notify Gold Coast Broadband in writing that I am revoking such license.
- (h) In order to use the VoIP Service, you may be required to provide certain equipment such as a phone handset or equivalent, phone inside wire and outlets, and a powered electrical outlet. If Gold Coast Broadband cannot get access to your inside phone wiring, you will need a

cordless phone to use our Services throughout the Service Site.

- (i) You represent that you either own the Customer Equipment or have the right to use that equipment in connection with the Services. Gold Coast Broadband shall have no obligation to provide, maintain, or service the Customer Equipment. Any Customer Equipment that you use in connection with the Services must meet Gold Coast Broadband's current minimum technical and other requirements.

Those requirements are posted on the website at [www.goldcoastbroadband.com](http://www.goldcoastbroadband.com) (or on an alternative site if we so notify you). The requirements may be revised by Gold Coast Broadband from time to time. If you install or use in connection with the Services Customer Equipment that does not meet the minimum technical or other requirements described above (a "Non-Recommended Configuration"), you agree the following limitation of liability shall apply: **NEITHER GOLD COAST BROADBAND NOR ANY OF ITS AFFILIATES OR AGENTS WARRANT THAT A NON-RECOMMENDED CONFIGURATION WILL ENABLE YOU TO SUCCESSFULLY INSTALL, ACCESS, OPERATE, OR USE THE SERVICES. YOU ACKNOWLEDGE THAT ANY SUCH INSTALLATION, ACCESS, OPERATION, OR USE COULD DAMAGE CUSTOMER EQUIPMENT. NEITHER GOLD COAST BROADBAND NOR ANY OF ITS AFFILIATES OR AGENTS WILL HAVE ANY LIABILITY WHATSOEVER FOR ANY SUCH FAILURE OR DAMAGE.** The foregoing limitation of liability is in addition to and shall not limit any other limitation of liability set forth in this Agreement.

- (k) Gold Coast Broadband Equipment will at all times remain the property of Gold Coast Broadband or its designee. You acknowledge that Gold Coast Broadband Equipment is merely a means for us to provide you the Services and that Gold Coast Broadband may remove or change it at its discretion. You agree not to use Gold Coast Broadband Equipment for any purpose other than to use the Services in accordance with this Agreement. Gold Coast Broadband will repair and maintain all Gold Coast Broadband Equipment during the term of this Agreement. You agree that you will not allow the Gold Coast Broadband Equipment to be serviced by anyone other than Gold Coast Broadband employees or agents. You agree not to sell, transfer, lease, encumber, or assign all or any part of the Gold Coast Broadband Equipment to any third party. If any Gold Coast Broadband Equipment or part thereof is lost, stolen, unreturned, damaged, sold, transferred, leased, encumbered, or assigned, you agree to pay Gold Coast Broadband the full manufacturer's suggested retail price for its replacement, together with any incidental costs that we incur relating to its

replacement. You shall not relocate Gold Coast Broadband Equipment to any other location. At your request, Gold Coast Broadband may relocate the Gold Coast Broadband Equipment within the Service Site for an additional charge, at a time agreeable to you and to Gold Coast Broadband. If you change Service Sites, you must contact Gold Coast Broadband for information on whether the Gold Coast Broadband Equipment and Services can be transferred to your new Service Site and what the relocation will cost. If you wish to disconnect the Services, you must contact Gold Coast Broadband for information on the necessary procedures and cost.

## **5. Use of Services; Gold Coast Broadband Equipment and Software**

- (a) I agree that Gold Coast Broadband has the right to add to, modify, or delete any aspect, feature or requirement of the Services (including content, price, equipment and system requirements). I further agree that my ISP (and, if applicable, OLP) has the right to add to, modify, or delete any aspect, feature or requirement of the HSD Service (including content, price and system requirements). If Gold Coast Broadband changes its equipment requirements with respect to any Services, I acknowledge that I may not be able to receive such Services utilizing my then-current equipment. Upon any such change, my continued use of Services will constitute my consent to such change and my agreement to continue to receive the relevant Services, as so changed, pursuant to this Agreement.
  
- (b) I will not resell or redistribute (whether for a fee or otherwise) the Cable Service, or any portion thereof, or charge others to use the Cable Service, or any portion thereof. Among other things:
  - (i) I agree not to use the Cable Service for the redistribution or retransmission of programming or for any enterprise purpose whether or not the enterprise is directed toward making a profit. I agree that, among other things, my use of the Services to transmit or distribute the Cable Service, or any portion thereof, to (or to provide or permit access by) persons outside the location identified in the BCSO (even if to a limited group of people or to other premises that I own or have the right to use), will constitute an enterprise purpose. I acknowledge that programs and other materials that I receive as part of the Cable Service remain part of the Cable Service even if I record or capture all or a portion of any such program or material in a data file or on a hard drive, DVR or similar device.

- (ii) VoIP Service is not represented as fail-safe. It is not designed for use in situations where error-free or uninterrupted service is essential. You expressly assume the risk of any damages from high-risk activities involving vital communications in which an error or interruption in the Services could lead to material injury to business, persons, property, or the environment. You will not service, alter, modify, or tamper with Gold Coast Broadband Equipment or with the VoIP Service, or permit any other person (not expressly authorized by Gold Coast Broadband) to do so. You agree that the MTA and VoIP Service will only be used at your Service Site appearing in the BCSO. You understand and acknowledge that if you attempt to install or use the Gold Coast Broadband Equipment or VoIP Service at another location, the VoIP Service, including but not limited to 911/E911, may fail to function or may function improperly. If you move the MTA or VoIP Service to another location without complying with section 4(k), you do so in violation of this Agreement and at your own risk. If you violate any of the restrictions in section 5(b), Gold Coast Broadband may terminate VoIP Service immediately and without notice, leaving you responsible for all outstanding charges, which immediately become due and payable.
- (iii) VoIP Service and Gold Coast Broadband Equipment, including any firmware or software embedded in the Gold Coast Broadband Equipment or used to provide the VoIP Service, are protected by trademark, copyright, 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 Gold Coast Broadband Equipment or used to provide the VoIP Service. You expressly agree that you shall use the Gold Coast Broadband Equipment exclusively in connection with the VoIP Service. You shall not reverse compile, disassemble, or reverse engineer or otherwise attempt to derive the source code from the binary code of the firmware or software. If you decide to use VoIP Service through an interface device not provided by Gold Coast Broadband, which Gold Coast Broadband reserves the right to prohibit in particular cases or generally, you warrant and represent that you possess all required rights to use that interface device with the VoIP Service, including all software and firmware licenses. You shall indemnify and hold harmless Gold Coast Broadband against any and all liability arising out of your use of such interface device with the VoIP Service.

- (c) Theft or willful damage, alteration or destruction of Gold Coast Broadband Equipment, or unauthorized reception, theft or diversion of Services, or assisting such theft, diversion or unauthorized reception is a breach of this Agreement and potentially punishable under law (including by way of statutory damages, fine and/or imprisonment). Nothing in this Agreement, including section 4(g) above, prevents Gold Coast Broadband from enforcing any rights it has with respect to theft or unauthorized tampering of Services or Gold Coast Broadband Equipment under applicable law.
- (d) I shall not, nor shall I allow others to, open, alter, misuse, tamper with or remove the Gold Coast Broadband Equipment as and where installed by Gold Coast Broadband or use it contrary to this Agreement. I shall not, nor shall I allow others to, remove any markings or labels from the Gold Coast Broadband Equipment indicating Gold Coast Broadband ownership or serial or identity numbers. I shall safeguard the Gold Coast Broadband Equipment from loss or damage of any kind, including accidents, breakage or house fire, and shall not permit anyone other than an authorized representative of Gold Coast Broadband to perform any work on the Gold Coast Broadband Equipment.
- (e) I agree that to the extent any Software is licensed (or sublicensed) to me by Gold Coast Broadband, such Software is provided for the limited purpose of facilitating my use of the Services as described in this Agreement. I shall not engage in, or permit, any additional copying, or any translation, reverse engineering or reverse compiling, disassembly or modification of or preparation of any derivative works based on the Software, all of which are prohibited. I shall return or destroy all Software provided by Gold Coast Broadband and any related written materials promptly upon termination of the associated Services to me for any reason. Software licensed to me by my ISP or OLP, for instance my ISP's or OLP's client or browser software, is licensed under the ISP Terms or OLP Terms, as applicable, and is not the responsibility of Gold Coast Broadband.
- (f) I shall use the Services for lawful purposes only, and in accordance with this Agreement.
- (g) I agree to be responsible for protecting the confidentiality of my screen names, passwords, personal identification numbers (PINs), parental control passwords or codes, and any other security measures made available, recommended or required by Gold Coast Broadband. I also acknowledge that Gold Coast Broadband's Services may from time to time include interactive features, the use of which may result in the transmission to, and use by, Gold Coast Broadband or certain third parties of information that may constitute personally

identifiable information (as such term is used in the Communications Act of 1934) about me and for which Gold Coast Broadband may be required, under the Communications Act of 1934, to obtain my consent. I agree that Gold Coast Broadband may seek such consents (or indications of my election to “opt in” to certain Gold Coast Broadband programs) electronically, including through the use of a “click through” screen. Any such consent or opt in election communicated through my Services or from the location at which I receive the Services may be treated by Gold Coast Broadband as my consent or opt in election for the use of personally identifiable information.

- (h) I agree that Gold Coast Broadband has no liability for the completeness, accuracy or truth of the programs or information it transmits.

## **6. Special Provisions Regarding VoIP Service**

- (a) **CAREFULLY READ THE INFORMATION BELOW. YOU ACKNOWLEDGE AND ACCEPT ANY LIMITATIONS OF 911/E911. YOU AGREE TO ADVISE ALL PERSONS WHO MAY HAVE OCCASION TO PLACE CALLS OVER VoIP SERVICE OF THESE LIMITATIONS.**

- (b) VoIP Service includes 911/Enhanced 911 dialing (“911/E911”) that may differ from the 911 or Enhanced 911 dialing furnished by other providers. As such, it may have certain limitations.

- (c) I acknowledge that the voice-enabled cable modem used to provide VoIP Service is electrically powered and that the VoIP Service, including the ability to access 911 Services and security and medical monitoring services, may not operate in the event of an electrical power outage or if my broadband cable connection is disrupted or not operating. I acknowledge that, in the event of a power outage in the Service Site, any battery included in my voice-enabled cable modem may enable back-up service for a limited period of time or not at all, depending on the circumstances, and that inclusion of the battery does not ensure that VoIP Service will be available in all circumstances, and that performance of any battery is not guaranteed. I also acknowledge that, in the event of a loss of power that disrupts my local Gold Coast Broadband cable system, the battery in my voice-enabled cable modem will not provide back-up service and VoIP Service will not be available. I acknowledge and understand that my MTA may not have battery backup or another power source of its own.

- (d) I agree that Gold Coast Broadband will not be responsible for any losses or damages arising as a result of the unavailability of the VoIP Service, including the inability to reach 911 or other emergency Services, or the inability to contact my security system or remote medical monitoring service provider. I acknowledge that Gold Coast Broadband does not guarantee that VoIP Service will operate with my security and/or medical monitoring systems, and that I must contact my security or medical monitoring provider in order to test my system's operation with the VoIP Service. I agree that I am responsible for the cost of any such testing or any fees for configuring my security or medical monitoring system to work with the VoIP Service.
- (e) The location and address associated with my VoIP Service will be the address identified on the BCSO. I acknowledge that, under subsections 4(k) and 5(d) of this Agreement, I am not permitted to move Gold Coast Broadband Equipment from the location at the address in which it has been installed. Furthermore, if I move my voice-enabled cable modem to an address different than that identified on the BCSO, calls from such modem to 911 will appear to 911 emergency service operators to be coming from the address identified on the BCSO and not the new address.
- (f) I acknowledge that the existing telephone wiring inside the Service Site may not support both VoIP Service and digital subscriber line (DSL) service. Therefore, if I intend to use VoIP Service on all of my phone jacks, I may be required to maintain separate wiring, not provided by Gold Coast Broadband, within the Service Site specifically for DSL service or to disconnect my DSL service prior to receiving VoIP Service over my existing inside wiring.
- (g) I agree to provide Gold Coast Broadband and its authorized agents with access to my telephone inside wiring at the Network Interface Device or at some other minimum point of entry in order to provide VoIP Service over my existing inside wiring.
- (h) I acknowledge that VoIP Service may not be compatible with certain data transmission services, including but not limited to fax transmissions and dial-up Internet access and that I may be required to maintain a separate telephone line, not provided by Gold Coast Broadband, in order to access such services.
- (i) For 911/E911 to work in accordance with Gold Coast Broadband's specifications, Gold Coast Broadband must have a correct service address for the location of your MTA. If you



do not provide the correct address when you register for VoIP Service or if you relocate your MTA to a new address and do not register the new address with Gold Coast Broadband, 911/E911 may fail in two ways: (i) 911/E911 calls may be misdirected to the wrong emergency authorities, and (ii) emergency authorities will be given the wrong address for the origin of your E911 calls. If you wish to relocate the MTA and continue to use VoIP Service including 911/E911, you must comply with subsection 4(k), seek authorization for VoIP Service at your new service address (if available) and update your service address with Gold Coast Broadband. 911/E911 may not function if VoIP Service is interrupted for any reason, including but not limited to failure of your MTA, incorrect configuration of your MTA, a power outage, failure of Gold Coast Broadband's network or facilities, or suspension or disconnection of your services because of nonpayment.

- (j) **YOU ACKNOWLEDGE AND UNDERSTAND THAT GOLD COAST BROADBAND WILL NOT BE LIABLE FOR ANY VoIP SERVICE OUTAGE, INABILITY TO DIAL 911 USING THE VoIP SERVICE, AND/OR INABILITY TO ACCESS EMERGENCY SERVICE PERSONNEL DUE TO THE 911/E911 FEATURE OR LIMITATIONS SET FORTH IN THIS AGREEMENT. YOU AGREE TO DEFEND, INDEMNIFY, AND HOLD HARMLESS GOLD COAST BROADBAND, ITS OFFICERS, DIRECTORS, EMPLOYEES, AFFILIATES, AND AGENTS, AND ANY OTHER PROVIDER WHO FURNISHES SERVICES TO YOU IN CONNECTION WITH THE VoIP SERVICE, FROM ANY AND ALL CLAIMS, LOSSES, DAMAGES, FINES, PENALTIES, COSTS, AND EXPENSES (INCLUDING BUT NOT LIMITED TO REASONABLE ATTORNEY FEES) BY, OR ON BEHALF OF, YOU OR ANY THIRD PARTY OR USER OF VoIP SERVICE RELATING TO THE FAILURE, OUTAGE OR MALFUNCTION OF THE VoIP SERVICE, INCLUDING THOSE RELATED TO 911/E911 OR THE FAILURE, OUTAGE OR MALFUNCTION OF THE GOLD COAST BROADBAND EQUIPMENT OR FACILITIES.**

## **7. Special Provisions Regarding HSD Service**

- (a) I acknowledge that the HSD Service is offered on a tiered basis and that each tier has “throughput” limits (i.e., limits on the maximum rate at which I may send and receive data at any time), “consumption” limits (i.e., limits on the amount of data that I may send or receive during the course of a month or over shorter periods) and other similar limits, all as set forth in this Agreement. I agree that Gold Coast Broadband or ISP may change the throughput,

consumption and other applicable limits of any tier(s) by amending this Agreement. My continued use of the HSD Service will constitute my acceptance of any new limits. I also agree that Gold Coast Broadband may use technical means, including but not limited to suspending or reducing the speed of my Service, to ensure compliance with these limits and this Agreement, and that Gold Coast Broadband or ISP may move me to a higher tier of HSD service (which may result in higher monthly charges) or impose other charges and fees if my use exceeds these limits. I further agree that Gold Coast Broadband and ISP have the right to monitor my usage patterns to facilitate the provision of the HSD Service and to ensure my compliance with the Agreement. Gold Coast Broadband or ISP may take such steps as it determines appropriate in the event my usage of the HSD Service does not comply with this Agreement, including applicable consumption limits.

(b) Republication.

- (i) I acknowledge that material posted or transmitted through the HSD Service may be copied, republished or distributed by third parties, and that the Gold Coast Broadband Parties will not be responsible for any harm resulting from such actions.
- (ii) I grant to Gold Coast Broadband, and I represent, warrant and covenant that I have all necessary rights to so grant, the non-exclusive, worldwide, royalty-free, perpetual, irrevocable, right and license to use, reproduce, modify, adapt, publish, translate, distribute, perform and display in any media all material posted on the public areas of the HSD Service via my account and/or to incorporate the same in other works, but only for purposes consistent with operation and promotion of the HSD Service.
- (iii) I agree that unsolicited email, or “spam,” is a nuisance and that Gold Coast Broadband and my ISP (and, if applicable, my OLP) are entitled to establish limits on the volume of email that I send. Such volume limits may be set by reference to a number of emails per day, week, month or year.

(c) In order to provide continuity of service to me, if my choice of ISP is no longer available over my local Gold Coast Broadband cable system, I agree that Gold Coast Broadband may provide me with an alternative ISP. In such event, Gold Coast Broadband shall notify me of the date as of which I will begin receiving service from the alternative ISP, the provision of which will also be governed by this Agreement, and Gold Coast Broadband shall provide to me a price list for such alternative ISP service. I will have the right at any time to terminate

the alternative ISP or to change my subscription to any other ISP then offered by Gold Coast Broadband.

- (d) I acknowledge that the ISP Service provides a connection to the Internet that may be unfiltered, and that the Gold Coast Broadband Parties neither control nor assume responsibility for any content on the Internet or content that is posted by a subscriber. Although Gold Coast Broadband or my ISP or OLP may make available certain parental control features, I acknowledge that such parental control features may not be entirely effective or foolproof and that, notwithstanding such features, I or members of my household may be exposed to unfiltered content.
- (e) I agree that Gold Coast Broadband and/or my ISP and/or OLP has the right, but not the obligation, to edit, refuse to post or transmit, request removal of, or remove or block any material transmitted through, submitted to or posted on the HSD Service, if it determines in its discretion that the material is unacceptable or violates the terms of this Agreement. Such material might include personal home pages and links to other sites. In addition, I agree that, under such circumstances, Gold Coast Broadband may suspend my account, take other action to prevent me from utilizing certain account privileges (e.g., home pages) or cancel my account without prior notification. I also agree that Gold Coast Broadband and/or ISP and/or OLP may suspend or cancel my account for using all or part of the HSD Service to post content to the Internet or to engage in “peer to peer” file exchanges or other forms of file exchanges that violate this Agreement.
- (f) Each of Gold Coast Broadband and my ISP (and, if applicable, my OLP) has responsibilities for the HSD Service. I acknowledge that each of my ISP and OLP may have one or more separate agreements, policies or other terms covering my rights and obligations with regard to the HSD Service (“ISP Terms” or “OLP Terms,” as applicable) that are also binding on me. This Agreement does not cover any ISP or OLP features or services that are not dependent upon distribution over

Gold Coast Broadband’s cable systems (for example, dial up access or my use of ISP or OLP software that enables access to ISP or OLP features or Services through non-Gold Coast Broadband access means) or that may otherwise be provided to me by ISP or OLP separately from the HSD Service under the ISP Terms or OLP Terms, as applicable. In the event of termination of the HSD Service, I must also contact my ISP (and, if applicable, my OLP) to ensure that these other features or services (such as dial-up access) are properly continued or

discontinued.

- (g) I agree that each Computer will need to meet certain minimum hardware and software requirements that will be specified for the HSD Service, and that such requirements may be changed from time to time by Gold Coast Broadband or my ISP or OLP.

## **8. Support; Service and Repairs**

- (a) My Services include the right to request reasonable service and maintenance calls to check and correct problems with the Services. Gold Coast Broadband shall, at its own expense, repair damage to or, at Gold Coast Broadband's option, replace Gold Coast Broadband Equipment, and otherwise attempt to correct interruptions of the Services, due to reasonable Gold Coast Broadband Equipment wear and tear, or technical malfunction of the system or network operated by Gold Coast Broadband. The Subscriber Materials contain details on contacting Gold Coast Broadband for this support.
- (b) I agree that I am responsible for all wiring, equipment and related software installed in the Service Site that is not Gold Coast Broadband Equipment or Gold Coast Broadband-licensed Software and Gold Coast Broadband will have no obligation to install, connect, support, maintain, repair or replace any Computer, television, telephone or telephone answering device, audiovisual recording or playback device (e.g., VCR, DVR, DVD), audio equipment, any software, or any cable modem, cabling or other equipment (other than Gold Coast Broadband Equipment or Gold Coast Broadband-licensed Software). Gold Coast Broadband will not support, repair, replace, or maintain any Network Interface Card, regardless of whether provided and installed by Gold Coast Broadband.
- (c) I agree that Gold Coast Broadband has no responsibility for the operation of any equipment, software or service other than the Services, the Gold Coast Broadband Equipment and the Gold Coast Broadband-licensed Software. For instance, I acknowledge that certain commercially available televisions, converter boxes and recording devices, which may be identified by their manufacturers as "cable ready" or "digital cable ready," may not be able to receive or utilize all available Services without the addition of a Gold Coast Broadband converter box or other Gold Coast Broadband Equipment for which a fee may be charged. If I receive HSD Service, Gold Coast Broadband has no responsibility to support, maintain or repair any equipment, software or service that I elect to use in connection with the HSD Service, whether provided by my ISP, my OLP or a third party. For assistance with technical

problems arising from such equipment, software or Services, I should refer to the Subscriber Materials for information regarding the technical support provided by my ISP or OLP or to the support area of the ISP or OLP or to the relevant third party's material.

- (d) If Gold Coast Broadband determines that non-Gold Coast Broadband cabling or equipment connecting the Service Site to Gold Coast Broadband Equipment installed on the side of or adjacent to the Service Site (i.e., at a ground block) is the cause of a service problem, I agree that Gold Coast Broadband may charge me to resolve such service problem. If any support services are available from Gold Coast Broadband, such services will be at additional charges as described by Gold Coast Broadband
  - (iv) I acknowledge that material posted or transmitted through the HSD Service may be copied, republished or distributed by third parties, and that the Gold Coast Broadband Parties will not be responsible for any harm resulting from such actions.
  - (v) I grant to Gold Coast Broadband, and I represent, warrant and covenant that I have all necessary rights to so grant, the non-exclusive, worldwide, royalty-free, perpetual, irrevocable, right and license to use, reproduce, modify, adapt, publish, translate, distribute, perform and display in any media all material posted on the public areas of the HSD Service via my account and/or to incorporate the same in other works, but only for purposes consistent with operation and promotion of the HSD Service.
  - (vi) I agree that unsolicited email, or "spam," is a nuisance and that Gold Coast Broadband and my ISP (and, if applicable, my OLP) are entitled to establish limits on the volume of email that I send. Such volume limits may be set by reference to a number of emails per day, week, month or year.
- (g) In order to provide continuity of service to me, if my choice of ISP is no longer available over my local Gold Coast Broadband cable system, I agree that Gold Coast Broadband may provide me with an alternative ISP. In such event, Gold Coast Broadband shall notify me of the date as of which I will begin receiving service from the alternative ISP, the provision of which will also be governed by this Agreement, and Gold Coast Broadband shall provide to me a price list for such alternative ISP service. I will have the right at any time to terminate the alternative ISP or to change my subscription to any other ISP then offered by Gold Coast Broadband.

- (h) I acknowledge that the ISP Service provides a connection to the Internet that may be unfiltered, and that the Gold Coast Broadband Parties neither control nor assume responsibility for any content on the Internet or content that is posted by a subscriber. Although Gold Coast Broadband or my ISP or OLP may make available certain parental control features, I acknowledge that such parental control features may not be entirely effective or foolproof and that, notwithstanding such features, I or members of my household may be exposed to unfiltered content.
- (i) I agree that Gold Coast Broadband and/or my ISP and/or OLP has the right, but not the obligation, to edit, refuse to post or transmit, request removal of, or remove or block any material transmitted through, submitted to or posted on the HSD Service, if it determines in its discretion that the material is unacceptable or violates the terms of this Agreement. Such material might include personal home pages and links to other sites. In addition, I agree that, under such circumstances, Gold Coast Broadband may suspend my account, take other action to prevent me from utilizing certain account privileges (e.g., home pages) or cancel my account without prior notification. I also agree that Gold Coast Broadband and/or ISP and/or OLP may suspend or cancel my account for using all or part of the HSD Service to post content to the Internet or to engage in “peer to peer” file exchanges or other forms of file exchanges that violate this Agreement.
- (j) Each of Gold Coast Broadband and my ISP (and, if applicable, my OLP) has responsibilities for the HSD Service. I acknowledge that each of my ISP and OLP may have one or more separate agreements, policies or other terms covering my rights and obligations with regard to the HSD Service (“ISP Terms” or “OLP Terms,” as applicable) that are also binding on me. This Agreement does not cover any ISP or OLP features or services that are not dependent upon distribution over Gold Coast Broadband’s cable systems (for example, dial up access or my use of ISP or OLP software that enables access to ISP or OLP features or Services through non-Gold Coast Broadband access means) or that may otherwise be provided to me by ISP or OLP separately from the HSD Service under the ISP Terms or OLP Terms, as applicable. In the event of termination of the HSD Service, I must also contact my ISP (and, if applicable, my OLP) to ensure that these other features or services (such as dial-up access) are properly continued or discontinued.
- (g) I agree that each Computer will need to meet certain minimum hardware and software requirements that will be specified for the HSD Service, and that such requirements may be changed from time to time by Gold Coast Broadband or my ISP or OLP.

## **8. Support; Service and Repairs**

- (e) My Services include the right to request reasonable service and maintenance calls to check and correct problems with the Services. Gold Coast Broadband shall, at its own expense, repair damage to or, at Gold Coast Broadband's option, replace Gold Coast Broadband Equipment, and otherwise attempt to correct interruptions of the Services, due to reasonable Gold Coast Broadband Equipment wear and tear, or technical malfunction of the system or network operated by Gold Coast Broadband. The Subscriber Materials contain details on contacting Gold Coast Broadband for this support.
- (f) I agree that I am responsible for all wiring, equipment and related software installed in the Service Site that is not Gold Coast Broadband Equipment or Gold Coast Broadband-licensed Software and Gold Coast Broadband will have no obligation to install, connect, support, maintain, repair or replace any Computer, television, telephone or telephone answering device, audiovisual recording or playback device (e.g., VCR, DVR, DVD), audio equipment, any software, or any cable modem, cabling or other equipment (other than Gold Coast Broadband Equipment or Gold Coast Broadband-licensed Software). Gold Coast Broadband will not support, repair, replace, or maintain any Network Interface Card, regardless of whether provided and installed by Gold Coast Broadband.
- (g) I agree that Gold Coast Broadband has no responsibility for the operation of any equipment, software or service other than the Services, the Gold Coast Broadband Equipment and the Gold Coast Broadband-licensed Software. For instance, I acknowledge that certain commercially available televisions, converter boxes and recording devices, which may be identified by their manufacturers as "cable ready" or "digital cable ready," may not be able to receive or utilize all available Services without the addition of a Gold Coast Broadband converter box or other Gold Coast Broadband Equipment for which a fee may be charged. If I receive HSD Service, Gold Coast Broadband has no responsibility to support, maintain or repair any equipment, software or service that I elect to use in connection with the HSD Service, whether provided by my ISP, my OLP or a third party. For assistance with technical problems arising from such equipment, software or Services, I should refer to the Subscriber Materials for information regarding the technical support provided by my ISP or OLP or to the support area of the ISP or OLP or to the relevant third party's material.
- (h) If Gold Coast Broadband determines that non-Gold Coast Broadband cabling or equipment connecting the Service Site to Gold Coast Broadband Equipment installed on the side of or

adjacent to the Service Site (i.e., at a ground block) is the cause of a service problem, I agree that Gold Coast Broadband may charge me to resolve such service problem. If any support services are available from Gold Coast Broadband, such services will be at additional charges as described by Gold Coast Broadband

## **9. Service Interruptions; Force Majeure**

- (a) I agree that Gold Coast Broadband has no liability for delays in or interruption to my Services, except that if for reasons within Gold Coast Broadband's reasonable control, for more than twenty-four (24) consecutive hours, (i) service on all cable channels is interrupted, (ii) there is a complete failure of the HSD Service or (iii) there is a complete failure of the VoIP Service, Gold Coast Broadband shall give me a prorated credit for the period of such interruption or failure if I request one within 30 days of the interruption or failure. Notwithstanding the above, Gold Coast Broadband shall issue credits for VOD, pay-per-view and pay-per-play events for service problems where a credit request is made within 30 days of the interruption or failure. In no event will Gold Coast Broadband be required to credit me an amount in excess of applicable service fees. Gold Coast Broadband shall make any such credit on the next practicable bill for my Services. State and local law or regulation may impose other outage credit requirements with respect to some or all of my Services. In such event, the relevant law or regulation will control.
- (b) I acknowledge that Gold Coast Broadband may conduct maintenance from time to time that may result in interruptions of my Services.
- (c) The Gold Coast Broadband Parties will have no liability, except for the credit as set forth in section 9(a), for interruption of the Services due to circumstances beyond its reasonable control, including acts of God, flood, natural disaster, vandalism, terrorism, regulation or governmental acts, fire, civil disturbance, electrical power outage, computer viruses or worms, strike or weather.
- (d) Gold Coast Broadband is only obligated to provide the above-referenced credits for loss of HSD Service if Gold Coast Broadband is billing me for the HSD Service at the time of the outage. If my ISP or OLP is billing me, I will look solely to my ISP or OLP, as applicable, for a credit with respect to the HSD Service.



## **10. Review and Enforcement**

- (a) Gold Coast Broadband may suspend or terminate all or a portion of my Services without prior notification if Gold Coast Broadband determines in its discretion that I have violated this Agreement, even if the violation was a one-time event. If all or a portion of my Services are suspended, I will not be charged for the relevant Services during the suspension. If my account is terminated, I will be refunded any pre-paid fees minus any amounts due Gold Coast Broadband.
- (b) If I receive HSD Service, I acknowledge that Gold Coast Broadband has the right, but not the obligation, to review content on public areas of the HSD Service, including chat rooms, bulletin boards and forums, in order to determine compliance with this Agreement.
- (c) I agree that Gold Coast Broadband has the right to take any action that Gold Coast Broadband deems appropriate to protect the Services, Gold Coast Broadband's facilities or Gold Coast Broadband Equipment.

## **11. Termination of Service**

I agree that I am solely responsible for contacting my ISP or OLP in addition to Gold Coast Broadband to ensure that all such services are terminated in accordance with the ISP Terms or OLP Terms, as applicable.

I understand and acknowledge that all Gold Coast Broadband VoIP Service, including 911/E911, will be disabled because of termination of my account.

## **12. Disclaimer of Warranty; Limitation of Liability**

- (a) IN ADDITION TO THE LIMITATIONS OF LIABILITY IN THE BCSO, I AGREE THAT THE SERVICES ARE PROVIDED BY GOLD COAST BROADBAND ON AN "AS IS" AND "AS AVAILABLE" BASIS WITHOUT WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF TITLE OR NONINFRINGEMENT OR IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, OTHER THAN THOSE WARRANTIES THAT ARE IMPLIED BY, AND INCAPABLE OF EXCLUSION, RESTRICTION OR MODIFICATION UNDER, THE LAWS APPLICABLE TO THIS AGREEMENT. GOLD

COAST BROADBAND MAKES NO WARRANTY THAT THE SERVICES WILL BE UNINTERRUPTED OR ERROR FREE OR THAT THE GOLD COAST BROADBAND EQUIPMENT WILL OPERATE AS INTENDED. IN PARTICULAR, I AGREE THAT MY USE OF THE HSD SERVICE (INCLUDING THE CONTENT, INFORMATION, SERVICES, EQUIPMENT AND SOFTWARE, THE PURCHASE OF MERCHANDISE AND SERVICES, THE TRANSMISSION OF INFORMATION AND OTHER COMMUNICATIONS BY AND TO ME AND THE DOWNLOADING OF COMPUTER FILES) IS AT MY SOLE RISK. I FURTHER AGREE THAT GOLD COAST BROADBAND IS NOT RESPONSIBLE FOR THE RECORDING OF OR FAILURE TO RECORD ANY PROGRAM OR PORTION THEREOF, OR FOR THE CONTENT OF ANY PROGRAM OR CONTENT ON MY DVR.

WITHOUT LIMITING THE FOREGOING:

- (i) ANY AND ALL PRODUCTS AND SERVICES PROVIDED BY GOLD COAST BROADBAND AND/OR ISP AND/OR OLP AND/OR ANY LONG DISTANCE PROVIDER TO ME THAT ARE NOT PART OF THE SERVICES AS DEFINED HEREIN ARE OUTSIDE THE SCOPE OF THIS AGREEMENT AND THE GOLD COAST BROADBAND PARTIES HAVE NO RESPONSIBILITY OR LIABILITY FOR ANY SUCH PRODUCTS OR SERVICES; AND
  - (ii) NONE OF THE GOLD COAST BROADBAND PARTIES MAKES ANY WARRANTIES AS TO THE SECURITY OF MY COMMUNICATIONS VIA GOLD COAST BROADBAND'S FACILITIES OR THE SERVICES (WHETHER SUCH COMMUNICATIONS ARE DIRECTED WITHIN THE SERVICES, OR OUTSIDE THE SERVICE TO OR THROUGH THE INTERNET), OR THAT THIRD PARTIES WILL NOT GAIN UNAUTHORIZED ACCESS TO OR MONITOR MY COMPUTERS(S) OR ONLINE (INCLUDING VOICE) COMMUNICATIONS. I AGREE THAT NONE OF THE GOLD COAST BROADBAND PARTIES WILL BE LIABLE FOR ANY SUCH UNAUTHORIZED ACCESS. I HAVE THE SOLE RESPONSIBILITY TO SECURE MY COMPUTER AND ONLINE (INCLUDING VOICE) COMMUNICATIONS.
- (b) I ACKNOWLEDGE THAT GOLD COAST BROADBAND'S OR MY INSTALLATION, USE, INSPECTION, MAINTENANCE, REPAIR, REPLACEMENT OR REMOVAL OF THE SERVICES, GOLD COAST BROADBAND EQUIPMENT AND SOFTWARE MAY

RESULT IN DAMAGE TO MY COMPUTER(S), TELEPHONES AND TELEPHONE ANSWERING DEVICES, TELEVISIONS, RECORDING AND PLAYBACK DEVICES, AUDIO EQUIPMENT, OR ANY CABLE MODEM, CABLING OR OTHER EQUIPMENT OR HARDWARE, INCLUDING SOFTWARE AND DATA FILES STORED THEREON. I WILL BE SOLELY RESPONSIBLE FOR BACKING UP ALL EXISTING COMPUTER OR OTHER SOFTWARE OR DATA FILES PRIOR TO THE PERFORMANCE OF ANY OF THE FOREGOING ACTIVITIES. NONE OF THE GOLD COAST BROADBAND PARTIES, OR THEIR VENDORS, LICENSEES OR PROGRAMMERS, WILL HAVE ANY LIABILITY, AND EACH EXPRESSLY DISCLAIMS ANY RESPONSIBILITY WHATSOEVER, FOR ANY DAMAGE TO OR LOSS OR DESTRUCTION OF ANY EQUIPMENT, SOFTWARE, HARDWARE, DATA OR FILES RESULTING FROM A VIRUS, ANY OTHER HARMFUL FEATURE, OR FROM ANY ATTEMPT TO REMOVE IT.

- (c) EXCEPT FOR THE CREDIT AS EXPRESSLY PROVIDED IN SUBSECTION 9(A), IN NO EVENT (INCLUDING NEGLIGENCE) WILL ANY GOLD COAST BROADBAND PARTY OR ANY PERSON OR ENTITY INVOLVED IN CREATING, PRODUCING OR DISTRIBUTING THE SERVICES (INCLUDING THE CONTENT INCLUDED THEREIN OR THE SERVICES ACCESSED THEREBY) OR EQUIPMENT BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE OF OR INABILITY TO USE THE SERVICES, INCLUDING THE USE OF OR INABILITY TO USE EMERGENCY 911 SERVICES, OR FOR ANY ACTION TAKEN BY GOLD COAST BROADBAND TO PROTECT THE SERVICES OR THE BREACH BY GOLD COAST BROADBAND OF ANY WARRANTY.
- (d) I AGREE THAT THE PROVISIONS OF THIS SECTION 12 SHALL APPLY TO ALL CONTENT OR SERVICES INCLUDED IN, OR ACCESSIBLE THROUGH, THE SERVICES, AND ARE FOR THE BENEFIT OF, AND MAY BE ENFORCED BY, GOLD COAST BROADBAND.
- (e) THE LIMITATIONS IN THIS SECTION WILL APPLY WHERE GOLD COAST BROADBAND MAKES AVAILABLE A DIRECTORY LISTING AND/OR PUBLICATION OPTION. IF (I) ANY PHONE NUMBER FOR WHICH YOU HAVE REQUESTED UNLISTED STATUS IS PUBLISHED IN ANY DIRECTORY; (II) ANY PHONE NUMBER FOR WHICH YOU HAVE REQUESTED NON PUBLISHED STATUS IS INCLUDED IN ANY DIRECTORY, ANY DIRECTORY ASSISTANCE DATABASE,

OR IS OTHERWISE DISCLOSED TO ANY UNAUTHORIZED PERSON; (III) ANY PHONE NUMBER WHICH YOU REQUESTED BE PUBLISHED OR LISTED IN ANY DIRECTORY OR DIRECTORY ASSISTANCE DATABASE IS NOT SO PUBLISHED OR LISTED, AND/OR (IV) ANY PUBLISHED OR LISTED PHONE NUMBER CONTAINS MATERIAL ERRORS OR OMISSIONS, THEN THE TOTAL LIABILITY OF GOLD COAST BROADBAND, ITS OFFICERS, DIRECTORS, EMPLOYEES, AND AFFILIATES, ITS/THEIR AGENTS, AND ANY OTHER PROVIDER IN CONNECTION WITH THE DESCRIBED ERROR OR OMISSION WILL NOT IN THE AGGREGATE EXCEED THE MONTHLY CHARGES, IF ANY, WHICH YOU HAVE ACTUALLY PAID TO GOLD COAST BROADBAND TO LIST OR NOT TO LIST OR TO PUBLISH OR NOT PUBLISH THE NUMBER FOR THE AFFECTED PERIOD. YOU SHALL HOLD GOLD COAST BROADBAND, ITS OFFICERS, DIRECTORS, EMPLOYEES, AND AFFILIATES, ITS/THEIR AGENTS, AND ANY OTHER PROVIDER THAT FURNISHES SERVICES TO YOU IN CONNECTION WITH THIS AGREEMENT HARMLESS AGAINST ANY AND ALL CLAIMS FOR DAMAGES CAUSED OR CLAIMED TO HAVE BEEN CAUSED, DIRECTLY OR INDIRECTLY, BY THE ERRORS AND OMISSIONS DESCRIBED ABOVE.

### **13. Privacy**

- (a) My privacy interests, including my ability to limit disclosure of certain information to third parties, are addressed by, among other laws, the Communications Act of 1934, as amended, and the Electronic Communications Privacy Act. Personally identifiable information that may be collected, used or disclosed in accordance with applicable laws is described in the Subscriber Privacy Notice delivered to me by Gold Coast Broadband.
- (b) I agree that, in addition to actions and disclosures specifically authorized by law or statute or authorized elsewhere in this Agreement, Gold Coast Broadband has the right (except where prohibited by law notwithstanding my consent), but not the obligation, to disclose any information to protect its rights, property and/or operations, or where circumstances suggest that individual or public safety is in peril. I consent to such actions or disclosures.
- (c) If I am a Service customer, I consent to Gold Coast Broadband's disclosure of my name, address and/or telephone number to the general public in connection with Caller ID functions, telephone directories, and 411 and 911 Services. I also consent to Gold Coast Broadband's disclosure of personally identifiable information to the telephone companies serving those

end users to whom I make calls so that the calls can be completed. If I wish to have Gold Coast Broadband remove this information from one or more of these Services, I understand that I may notify Gold Coast Broadband to do so, subject to any applicable fees.

#### **14. Consent to Phone and Email Contact**

- (a) I consent to Gold Coast Broadband calling the phone numbers I supply to it for any purpose, including the marketing of its current and future Services. I agree that these phone calls may be made using any method, including an automatic dialing system or an artificial or recorded voice. Upon my request, the phone numbers I have previously provided will be removed from Gold Coast Broadband's phone marketing list. I can make this request by calling or writing my local Gold Coast Broadband office and asking to be placed on Gold Coast Broadband's Do Not Call List.
- (b) I acknowledge that being included in any state or federal "do not call" registry will not be sufficient to remove me from Gold Coast Broadband's phone marketing list.
- (c) I consent to Gold Coast Broadband emailing me, at any email address, including that of a wireless or mobile device, that I provide to Gold Coast Broadband (or that Gold Coast Broadband issues to me in connection with the HSD Service), for any purpose, including the marketing of Gold Coast Broadband's current and future Services. If my wireless or mobile provider charges me for receipt of such messages, I acknowledge and agree that I am responsible for paying such charges. I may revoke this authorization insofar as it relates to marketing messages at any time by calling or writing my local Gold Coast Broadband office.

#### **15. Indemnification**

IN ADDITION TO THE INDEMNIFICATION OBLIGATIONS IN THE BSCO, EXCEPT AS OTHERWISE EXPRESSLY SET FORTH IN THIS AGREEMENT, YOU AGREE TO DEFEND, INDEMNIFY, AND HOLD GOLD COAST BROADBAND, ITS OFFICERS, DIRECTORS, EMPLOYEES, AND AFFILIATES, ITS/THEIR AGENTS, AND ANY OTHER PROVIDER WHO FURNISHES SERVICES TO YOU IN CONNECTION WITH THIS AGREEMENT, HARMLESS FROM CLAIMS OR DAMAGES RELATING TO OR ARISING OUT OF YOUR BREACH OF THIS AGREEMENT OR YOUR AND YOUR USERS' USE OF THE SERVICES OR ANY GOLD COAST BROADBAND EQUIPMENT, INCLUDING BUT NOT LIMITED TO ANY CLAIMS OR DAMAGES ARISING OUT OF THE MALFUNCTION OR LACK OF 911/E911 OR DIALING

ASSOCIATED WITH A SECURITY SYSTEM. YOU AGREE THAT GOLD COAST BROADBAND WILL NOT BE RESPONSIBLE FOR ANY THIRD-PARTY CLAIMS AGAINST GOLD COAST BROADBAND THAT ARISE FROM YOUR USE OF THE SERVICES OR THE GOLD COAST BROADBAND EQUIPMENT. FURTHERMORE, YOU AGREE TO REIMBURSE GOLD COAST BROADBAND FOR ALL COSTS AND EXPENSES RELATED TO THE DEFENSE OF ANY SUCH CLAIMS.

#### **16. Transfer of Your Phone Number(s)**

- (a) If you are switching to our Local Telephone Service or VoIP Service from another service provider, you may transfer your existing phone number (if any) to our VoIP Service, provided that: (i) you request the phone number transfer when you place your order for our VoIP Service; (ii) your current service provider releases your existing phone number, at our request, without delay or charge; (iii) the transfer of your existing phone number to our VoIP Service would not, in our view, violate applicable law or our processes and procedures; (iv) when applicable, you acknowledge and agree that if your MTA is set up before the date that the number transfer becomes effective (“Port Effective Date”), you may only be able to make limited outgoing calls over the phone that you have connected to the MTA. In that event, you should keep another phone connected to an existing phone extension at your service location to receive incoming calls until the Port Effective Date, after which you will be able both to make and to receive calls using our Service; and (v) you acknowledge and agree that to avoid an interruption in your phone service, it is extremely important that you have the phone or MTA installed on or before the Port Effective Date. Your existing phone service for the number you are transferring will be disconnected on the Port Effective Date; if your MTA or phone is not yet activated, you will not have access to our VoIP Services. Therefore, you will not have VoIP Service for that phone number. Gold Coast Broadband shall provide you with an estimate of the Port Effective Date at the time of service ordering or via e-mail following your completion of the ordering process.
- (b) To transfer your phone number from Gold Coast Broadband to another service provider, you must terminate VoIP Service and place the transfer order through your new service provider (and not through Gold Coast Broadband). Gold Coast Broadband shall release your phone number to your new service provider, provided that (i) your new service provider requests the transfer upon termination of your account; (ii) your new service provider is willing to accept transfer of the phone number without delay or charge; and (iii) transfer of your existing phone number to the new service provider would not, in our view, violate applicable

law or our processes and procedures.

#### **17. Interpretation; Severability**

This Agreement is, and will be interpreted as, subject to applicable law and regulation and to any applicable franchise agreement between a governmental authority and Gold Coast Broadband. In the event that any portion of this Agreement is held to be invalid or unenforceable, the invalid or unenforceable portion will be construed in accordance with applicable law as nearly as possible to reflect the original intentions of the parties as set forth herein, and the remainder of this Agreement will remain in full force and effect.

#### **18. Consent to Electronic Notice**

I agree that unless otherwise specified, all notices required or contemplated hereunder shall be provided by Gold Coast Broadband by such means as Gold Coast Broadband shall determine in its discretion. Without limiting the foregoing, I agree that Gold Coast Broadband may provide any notices required or contemplated hereunder or by applicable law, including notice of changes to this Agreement, by electronic means (for example, email or online posting). An online version of this Business Services Subscriber Agreement, the Acceptable Use Policy, the Privacy Policy and Bandwidth Limitations and Other Important Terms of Use, as so changed from time to time, will be accessible at [www.goldcoastbroadband.com](http://www.goldcoastbroadband.com) or another online location designated by Gold Coast Broadband, or can be obtained by calling my local Gold Coast Broadband office.

#### **19. Assignment**

I understand that my Services are being provided only to the location identified on the BCSO and that I am not allowed to transfer all or any portion of the Services, or Gold Coast Broadband's Equipment, to any other person, entity or location. I agree that I may not assign or transfer this Agreement or the BCSO. Gold Coast Broadband may transfer or assign any portion or all of this Agreement and/or the BCSO at any time without notice to me, and I waive any such notice which may be required.

#### **20. Effect of Applicable Law; Reservation of Rights**

This Agreement is subject to all applicable federal, state or local laws and regulations in

effect in the relevant jurisdiction(s) in which I receive my Services. If any provision of this Agreement contravenes or is in conflict with any such law or regulation, or if I am entitled to more favorable rights under any such law or regulation than are set forth in any provision in this Agreement, then the terms of such law or regulation, or the rights to which I am entitled under such law or regulation, will take priority over the relevant provision of this Agreement. If the relevant law or regulation applies to some but not all of my Service(s), then such law or regulation will take priority over the relevant provision of this Agreement only for purposes of those Service(s) to which the law or regulation applies. Except as explicitly stated in this Agreement, nothing contained in this Agreement will constitute a waiver by me or Gold Coast Broadband of any rights under applicable laws or regulations pertaining to the installation, operation, maintenance or removal of the Services, facilities or equipment. No waiver by either party of any breach or default will be deemed to be a waiver of any preceding or subsequent breach or default.

## **21. Conflicting Terms**

In the event of a conflict in the terms and conditions between this Business Services Subscriber Agreement and the BCSO, then the terms and conditions of this Business Services Subscriber Agreement will control.

Subscriber Signature: \_\_\_\_\_ Date: \_\_\_\_\_