

**NORTHLAND CABLE TELEVISION
TERMS AND CONDITIONS OF SERVICES**

These Terms and Conditions of Services, along with your signed Subscriber Agreement for Video, Internet and/or Digital Phone Service, constitute the terms and conditions governing your use of Northland's services (collectively known herein as the "Subscriber Agreement"). They also contain important information regarding your privacy rights as a subscriber of one or more services, including video, Internet and digital phone services, provided by Northland Communications Corporation dba Northland Cable Television and its affiliates ("Northland"). The information contained herein may also be found at Northland's website, www.northlandcabletv.com. Northland reserves the right to change any of its terms and conditions from time to time as it deems necessary. Any questions regarding your privacy rights and Northland's terms and conditions may be directed to Northland Communications Corporation, 101 Stewart Street, Suite 700, Seattle, Washington 98101, Attn: Legal Department.

CUSTOMER PRIVACY POLICY

Federal law requires us to inform you of the following matters:

- Customer's Privacy Rights.** You have a right to know Northland's policy regarding the collection and retention of personally identifiable information. You also have the right to inspect certain of our records that contain information about you and to correct any error in our information. If you wish to inspect our records, please contact us at our local business office stated on your monthly bill, during regular business hours, to set up an appointment. We reserve the right to charge you for the cost associated with supplying any documents that you request.
- Information Collection and Use.** Generally, Federal law permits us to collect and use personally identifiable information necessary for the business of providing services to customers and to detect unauthorized reception of cable communications. In order to provide reliable, high quality service and maintain adequate records, we keep regular business records that may include the following personal information about you: your name, address(es), telephone number(s), social security number, driver's license or state-issued identification number, bank account number(s) (if you have authorized automatic payment withdrawals), credit card account number(s) (if you have furnished them to us for payment), billing, payment, deposit, complaint and service records, records of information you have furnished to us, such as the location and number of television sets and devices connected to the system, and the service(s) you have chosen, and other personally identifiable information. We use this information to sell, maintain, disconnect, reconnect and change your level of service(s); to make sure that you are being billed properly for the service(s) you receive; to maintain financial, accounting, tax, service and property records, including records required by the terms of our franchise; to determine your level of satisfaction with the service(s) we provide; to enable us to mail you information concerning our services; to enable us to conduct market research; to detect unauthorized reception, use and abuse of the services; to comply with law; and for the other purposes related to the operation and maintenance of your services and the system generally. We take reasonable precautions to prevent unauthorized access to this information. However, we cannot guarantee that these practices will prevent every unauthorized attempt to access, use or disclose personally identifiable information.
- Information Disclosure.** Federal law allows us to disclose personally identifiable information to a third party if (a) you consent in advance in writing or electronically; (b) necessary to render the service(s) we provide to you and to conduct our related business activities; (c) allowed pursuant to applicable law or legal process; or (e) made in connection with mailing lists as described in the next paragraph. We may make your records available to our affiliates, employees, agents and contractors to install, market, provide, disconnect, reconnect, change the level of cable service, detect unauthorized reception use and abuse of the service and to audit cable service where access to information about you may be needed for the specific job at hand. Access for these purposes is routine and does not occur with any specific frequency. We also may occasionally release our customer list to consumer research organizations to conduct market research. Further, we make our customer list available each month to distributors for sending program guides; to programmers for marketing and promotions of the various program services carried on our system; to programmers and outside auditors to check our records; to attorneys and accountants on a continuous basis as necessary to render services to the company; to potential purchasers in contemplation of a system sale, and in the event of any sale, to the purchaser; to franchising authorities to demonstrate compliance with the franchise; to mailing services as needed for system-related mailings to customers; to collection services if required to collect past-due bills at such time as those bills are submitted for collection; and to comply with law.
- Consumer Proprietary Network Information ("CPNI") Policy.** CPNI is defined as follows: (a) information that relates to the quantity, technical configuration, type, destination, location and amount of use of a telecommunications service subscribed to by any customer of a telecommunications carrier, and that is made available to the carrier by the customer solely by virtue of the carrier-customer relationship; and (b) information contained in the bills pertaining to telephone exchange service or telephone toll service received by a customer of a carrier. We implemented our policy to protect the unauthorized use or disclosure of CPNI as of December 8, 2007, and to assure compliance with the Federal Communications Commission's ("FCC") rules set forth in 47 C.F.R. Part 64, Subpart U, Section 2001 *et seq.*, including, but not limited to, the new rules adopted in *Implementation of the Telecommunications Act of 1996: Telecommunications Carriers' Use of Customer Proprietary Network Information and Other Customer Information*, CC Docket No. 96-115, Report and Order and Further Notice of Proposed Rulemaking, FCC 07-22 (rel. April 2, 2007). In an effort to comply, we have implemented a program on the limitations of use or disclosure of CPNI as governed by Federal law and Northland policy.
- Mailing Lists.** Federal law also allows us to disclose your name and address for mailing lists and other purposes unless you object. We do not sell our customer list or otherwise disclose it to commercial or charitable users at the present time, although we may make such disclosures in the future. In such case, we will not disclose the extent of your viewing or use of any particular service or the nature of any transaction you may make, but we may disclose that you are among those who subscribe to a particular service (e.g. basic cable, Internet). If you do not wish to have your name and address included on a customer list disclosed to commercial or charitable users, please contact our local business office.
- Information Retention.** Unless there is a legitimate request or order to inspect the information still outstanding, we may destroy customer information that is no longer necessary for the purpose for which it was collected. Information that you have provided us upon installation of cable service may be maintained in our management information system for extended periods of time. Information contained in records such as work orders, service records, usage records, accounting and billing records and market research records may be retained for as long as you are a customer, plus additional periods if we believe such information may be necessary or useful in the future.
If you believe you have been injured by any act of ours in violation of the Cable Act, you may enforce the limitations imposed on us by the Cable Act with respect to your personally identifiable information through a civil lawsuit seeking damages, attorneys' fees and litigation costs. Other rights and remedies may be available to you under federal or other applicable laws.
As required by the Cable Act, we will provide you with a copy of our subscriber privacy policy annually. We may modify our policy at any time. We will notify you of any material changes through written, electronic or other means as permitted by law. If you find the changes unacceptable, you have the right to cancel your service. If you continue to use the service following notice of the changes, we will consider your continued use to be acceptance of and consent to the changes. This privacy policy applies to all products and services of Northland, including cable television services, Internet services and telephony services.

TERMS AND CONDITIONS FOR VIDEO, INTERNET SERVICE AND/OR DIGITAL PHONE SERVICE, SUPPLEMENTAL INTERNET SERVICES AGREEMENT AND ACCEPTABLE USE POLICY

Definitions

As used in this pamphlet, in either lowercase or uppercase:

"We," "Northland," "us," or "our" means Northland Communications Corporation dba Northland Cable Television, its affiliates, employees, successors, assigns and authorized agents.

"You" or "your" means a customer that subscribes to Northland's service(s).

"User" means a person who establishes an Internet account with Northland or uses Northland's Internet services.

"Equipment" means one or more of the following: cable modem, converter box, remote-control unit, security device, addressable control module, decoding trap(s), A/B switch, coaxial cable, parental lock-out device, MTA or any other device installed in or around your Home, or provided by us, necessary or convenient for you to receive video programming, Internet connectivity, digital phone or other services from us. Inside wiring is not Equipment.

"Home" means the residence or dwelling, including a single-family home, apartment or any other type of dwelling unit, where your video programming, Internet connectivity, digital phone or other service is installed.

"Hourly service charge" means the hourly charge you pay us for certain services which is calculated according to rules and regulations of the Federal Communications Commission ("FCC") and is designed to recover the costs of servicing, installing, and maintaining customer equipment.

"Initial Term" means your initial term of commitment to subscribe to Northland's service(s). (A minimum Initial Term may be required to receive Special Offers).

"Inside wire" or "inside wiring" means the cable that runs inside your Home to a point 12 inches outside of your Home, and includes any extra outlets, splitters, connections, fittings or wall plates attached to it.

"Installed" means either installed or activated.

"Service" or "service(s)" means the video programming, Internet connectivity, digital phone and related services or any other service that we provide to you.

"Physical Address" means the physical address where you receive your primary video, Internet and digital phone service(s) from Northland.

A. TERMS AND CONDITIONS FOR VIDEO, INTERNET AND/OR DIGITAL PHONE SERVICE

Northland reserves the right to change its terms and conditions of Service under the Subscriber Agreement from time to time as it deems necessary. If you find any amendments to Northland's terms and conditions unacceptable, you may cancel your Service, subject to any early termination fees, if any, that may be applicable. Your continued receipt of Service shall be your acceptance of these terms and conditions and any amendments thereto.

- Payment for Services.** You are responsible for all charges for services, including without limitation any pay per view event(s) or other services ordered through the converter box. Charges for service start the day after service is installed. The charges for one month's service, any required deposits and any installation or Equipment-lease fees are payable at the time service is installed. Thereafter, we will bill you each month in advance for service (except for pay-per-view movies or events, which will be billed after they are provided to you). You agree to pay us monthly by the payment due date shown on the bill for such month's service and for any administrative fees due to late payments, any returned-check fees or other charges due us. Payments made online may incur additional charges. If you change the services you receive, we may charge you an upgrade or downgrade charge. We do not extend credit to our customers and the administrative fee is not interest. You agree to pay all taxes, franchise fees and other charges, if any, which are now or may in the future be assessed because you receive our service/Equipment. If you receive Internet connectivity services, you may also access certain information, products and services of others, for which there may be a charge. You agree that you are solely responsible for all fees or charges for these on-line services, products or information. If your service is disconnected because you do not pay your bill by the due date, we may require you to pay all past-due charges, a

reconnect fee and a minimum of one month's advance charges before we reconnect your service. You must bring any billing errors or requests for credit to our attention within six months of the time you receive the bill for which you are seeking correction. If we are required to use any collection agency or attorney to collect money that you owe us or to assert any other right which we may have against you, you agree to pay the reasonable costs, fees and expenses of collection or other action including, but not limited to, the costs of a collection agency, reasonable attorneys' fees and court costs.

2. **Changes in Service and Charges.** Subject to any Special Offer pricing commitments, we reserve the right to change our service and Equipment, and our prices or fees, at any time. We also may rearrange, delete, add to or otherwise change the service provided on our cable services or other services. If the change affects you, we will provide you notice of the change and its effective date. The notice may be provided on your monthly bill, as a bill insert or by other reasonable means including cablecasting the information on our local information channel, posting on the Internet or by email. If you find the change unacceptable, you have the right to cancel your service. However, if you continue to receive service after the effective date of the change, we will consider this your acceptance of the change. You may obtain information about our current fees and prices for any of our services by calling your local Northland Cable Television office.

3. **Termination of Service.** Subject to any early termination fees for a Special Offer, you have the right to cancel your service for any reason at any time by giving us notice. In the event you cancel your service prior to the expiration of the Initial Term, you agree to repay us, in addition to any other amounts you may owe, the value of all discounts you received. In the event all discounts have been repaid, there is a balance remaining due to you, we will refund any balance due to you within 30 days of receipt of such cancellation notice or upon the return of the Equipment in working order, normal wear and tear excepted, if later. You may not assign or transfer the service without our written consent. These policies and practices shall survive the termination of your service.

4. **Equipment; Inside Wiring.** At the time we installed any Equipment, you acknowledge that we (a) demonstrated that the Equipment was functioning properly; (b) instructed you in its use; (c) provided you with a copy of these Terms and Conditions of Services; and (d) demonstrated how to set up a unique purchase authorization code for the ordering of programming or other services through the converter box, if applicable. You are responsible for maintaining the security of the Equipment and the purchase authorization code. The Equipment is and at all times shall remain the sole and exclusive property of Northland unless you have purchased it. We may, at our option, supply new or reconditioned Equipment to you. You must have our prior written consent to sell or give away the Equipment. The Equipment may only be used in your Home for your residential and personal use, or in the case of a business account, at your business solely for the use of your business; penalties and damages may result from unauthorized use of the Equipment. If you cease to be our customer, you will be responsible for promptly returning the Equipment to us. If you move, do not leave the Equipment in your vacant home or with anyone else. You are responsible for preventing the loss of, or damage to, the Equipment we provide to you. If the Equipment is damaged, destroyed or stolen, you will be liable for the cost of repair or replacement of the Equipment. The Equipment must be returned to us in working order, normal wear and tear excepted, or else you may be charged the retail price for a new replacement for each piece of Equipment not returned or returned but not in working order, normal wear and tear excepted. In the event you have us repair or maintain the inside wiring, we are not responsible for problems with the operation of your television, television-related equipment, computer or computer-related equipment. We do not service computers, television receivers or any other television-related or computer-related equipment (such as VCRs, home antennas or other cable-compatible equipment) which is not owned by us, even if it is attached to the cable or to the Equipment. Certain other limitations may apply. None of the Equipment, inside wiring or any of our cable placed under, over, on or about your Home, business or property in connection with the installation of the Equipment and service shall be deemed fixtures or in any way part of your real property. It may be removed by us, at our option, at any time during or following the termination of your service. If you voluntarily cancel your service, you have the option to purchase the inside wiring in your Home at the per-foot replacement cost of the cable. If you decide not to purchase the inside wiring, we may remove it from your Home in accordance with applicable rules and regulations.

5. **Access to Customer's Home or Business.** You authorize us to enter into your Home or business, in your or your representative's presence, or enter upon your property during normal business hours or by appointment, to install, inspect, maintain, replace, remove or otherwise deal with the Equipment and service. This authorization includes allowing us to be on your property outside your Home or business at reasonable times even if you are not at the premises. You authorize us to make connections and perform other tasks we deem necessary or desirable to enable us to provide service to you. If you are not the owner of your Home or business location, you acknowledge that you have obtained consent from the owner of the Home or business location for installation, and you agree to supply us, upon request, with the owner's name and address, and evidence that you are authorized to give us access on the owner's behalf. We will not be liable for any damage, loss or destruction to your Home, business or any property during installation. If you are the owner of your Home or business location, during the term that you are a customer, you grant us an easement over and across your property to attach our cables and related facilities to any utility pole currently on your property. This easement is in addition to and not in substitution for, any other right we may have to place our cable property in and along any existing easement or right of way, regardless of the nature, origin or theory underlying such right.

6. **Private Viewing, Unauthorized Service, and Use of Equipment.** We provide video service to you for your private viewing, use and enjoyment. You agree that the video programming will not be viewed in areas open to the public. The video programming may not be rebroadcast, transmitted or performed, nor may admission be charged for its viewing without first obtaining written consent, in advance, from us and our programming supplier(s). This consent may be withheld at the sole discretion of either party. You agree not to attach any unauthorized device to the cable or Equipment. If you make any unauthorized connection or modification to the Equipment or any other part of the cable system, you will be in breach of these policies and practices and we may terminate your services and pursue the other remedies available to us by law.

You may install inside wiring, such as additional cable wiring and outlets. Regardless of who does the work, the inside wiring within your Home must not interfere with the cable system's normal operations. With respect to the inside wiring, much of the Equipment and devices necessary to receive our services are available both from us and other third parties. If you do not purchase or lease such Equipment and devices from us, you are responsible for ensuring that they do not interfere with the cable system's normal operations and other communications systems and devices. For example, you agree not to install anything to intercept or receive, or assist in intercepting or receiving, or which is capable of intercepting or receiving, any service offered over a cable system, unless specifically authorized to do so by us, or as may otherwise be specifically authorized by law. You also agree that you will not attach anything to the inside wiring or Equipment, which singly or together results in a degradation of our cable system's signal quality or strength. You may not attach any device or Equipment to any inside wiring in a way that impairs the integrity of the local cable system (such as creating signal leakage, which may cause a violation of government regulations, or attaching devices or Equipment, which alone or together, result in a degradation of signal quality). We are entitled to recover damages from you for tampering with any of the Equipment, or any other part of the cable system, or for receiving unauthorized service. Inside wiring maintenance may not be your responsibility if you rent your Home or business location. Contact your landlord or building manager to determine responsibility.

7. **Limited 30-day Warranty; Disclaimer of Warranties; Limitation of Liability.** WE WARRANT FOR A PERIOD OF 30 DAYS FROM THE DATE OF OUR INSTALLATION OR REPAIR THAT THE EQUIPMENT WE HAVE INSTALLED OR REPAIRED WILL MEET ACCEPTED INDUSTRY STANDARDS AND BE FREE FROM DEFECTS IN MATERIALS OR WORKMANSHIP. IF YOU REPORT TO US WITHIN THE 30-DAY PERIOD ANY FAILURE OF OUR EQUIPMENT TO CONFORM TO THIS WARRANTY, WE SHALL REPAIR OR REPLACE THE NONCONFORMING EQUIPMENT. THE FOREGOING WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES AND EXCEPT AS OTHERWISE SET FORTH IN THIS SECTION, ALL SERVICES AND EQUIPMENT ARE PROVIDED ON AN "AS IS" BASIS WITHOUT WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION WARRANTIES OF TITLE OR NON-INFRINGEMENT OR IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. WE MAKE NO WARRANTIES AS TO THE SERVICE'S PERFORMANCE, INCLUDING, BUT NOT LIMITED TO ANY WARRANTY THAT ANY DATA, FILES OR OTHER COMMUNICATIONS BY OR TO YOU WILL BE TRANSMITTED IN UNCORRUPTED FORM OR WITHIN A REASONABLE PERIOD OF TIME, OR THAT THE SERVICE WILL BE UNINTERRUPTED OR ERROR FREE OR AS TO THE RESULTS THAT MAY BE OBTAINED FROM YOUR USE OF THE SERVICE. WE MAKE NO WARRANTY AS TO THE SECURITY OF YOUR COMMUNICATIONS VIA THE SERVICE, OR THAT THIRD PARTIES WILL NOT GAIN UNAUTHORIZED ACCESS TO OR MONITOR YOUR COMPUTER(S) OR ONLINE OR DIGITAL PHONE COMMUNICATIONS. REPAIR OR REPLACEMENT OF NONCONFORMING EQUIPMENT AS PROVIDED IN THIS SECTION SHALL CONSTITUTE OUR ENTIRE LIABILITY AND YOUR SOLE REMEDY UNDER THE SUBSCRIBER AGREEMENT, REGARDLESS OF WHETHER CLAIMS OR REMEDIES ARE SOUGHT IN CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY, OR OTHERWISE WITHOUT LIMITATION. IN NO EVENT SHALL WE HAVE ANY LIABILITY FOR SPECIAL, INDIRECT, INCIDENTAL, PUNITIVE OR CONSEQUENTIAL DAMAGES RESULTING FROM OUR PROVISION OF OR FAILURE TO PROVIDE ANY EQUIPMENT OR SERVICES TO YOU, OR FROM ANY FAULT, FAILURE, DEFICIENCY OR DEFECT IN SERVICE, LABOR, MATERIALS, WORK OR EQUIPMENT FURNISHED TO YOU. SOME STATES DO NOT ALLOW THE EXCLUSION OF OR LIMITATION OF ANY OR ALL OF THESE TYPES OF DAMAGES OR THE LIMITATIONS ON IMPLIED WARRANTIES, AND ONLY IN SUCH CASES THE ABOVE EXCLUSIONS MAY NOT APPLY TO YOU. YOU MAY HAVE ADDITIONAL RIGHTS OR REMEDIES AS TO CERTAIN SERVICES UNDER THE TERMS OF THE FRANCHISE GRANTED US IN YOUR AREA.

8. **Digital Phone Service.** In order to receive Northland's digital phone service (the "Phone Service"), you must be a subscriber of Northland's Internet service.

9. **Residential Use of Phone Service and Device.** If you have subscribed to Northland's Phone Service for use at your Home, the Phone Service and any device are provided to you as a residential user, for your personal, residential, non-business and non-professional use. This means that you are not using them for any commercial or governmental activities, profit-making or non-profit, including but not limited to home office, business, sales, telecommuting, telemarketing (including without limitation charitable or political solicitation or polling), autodialing, continuous or extensive call forwarding, fax broadcast, fax blasting or any other activity that would be inconsistent with normal residential usage patterns. This also means that you are not to resell or transfer the Phone Service or the device to any other person for any purpose, or make any charge for the use of the Phone Service, without express written permission from Northland in advance. You agree that your use of the Phone Service and/or device, or the use of the Phone Service and/or device provided to you by any other person for any commercial or governmental purpose will obligate you to pay Northland's higher rates for commercial use on account of all periods, including past periods, in which you use, or used, the Phone Service for commercial or governmental purposes. Northland reserves the right to immediately terminate or modify the Phone Service, if Northland determines, in its sole discretion, that the Phone Service is being used for non-residential or commercial use.

10. **Business Use of Phone Service and Device - Prohibition on Resale.** If you have subscribed to Northland's Phone Service for use at your place of business, the Phone Service and device are provided to you as a business user. This means that you are not to resell or transfer the Phone Service or device to any other person for any purpose, without express written permission from Northland in advance. You agree that the Northland business plans do not confer the right to use the Phone Service for auto-dialing, continuous or extensive call forwarding, telemarketing (including without limitation charitable or political solicitation or polling), fax broadcasting or fax blasting. Northland reserves the right to immediately terminate or modify the Phone Service, if Northland determines, in its sole discretion, that the Phone Service is being used for any of the aforementioned activities.

11. **Prohibited Uses.** You agree to use the Phone Service and device only for lawful purposes. This means that you agree not to use the Phone Service for transmitting or receiving any communication or material of any kind when in Northland's sole judgment the transmission, receipt or possession of such communication or material (a) would constitute a criminal offense, give rise to a civil liability, or otherwise violate any applicable local, state, national or international law or (b) encourages conduct that would constitute a criminal offense, give rise to a civil liability or otherwise violate any applicable local, state, national or international law. Northland reserves the right to terminate your Phone Service immediately and without advance notice if Northland, in its sole discretion, believes that you have violated the above restrictions, leaving you responsible for the full month's charges to the end of the current term, including without limitation unbilled charges, plus a disconnect fee, all of which immediately become due and payable and may at Northland's discretion be immediately charged to your credit card. You are liable for any and all use of the Phone Service and/or device by yourself and by any person making use of the Phone Service or device provided to you and you agree to indemnify and hold harmless Northland against any and all liability for any such use. If Northland, in its sole discretion, believes that you have violated the above restrictions, Northland may forward the objectionable material, as well as your

communications with Northland and your personally identifiable information, to the appropriate authorities for investigation and prosecution and you hereby consent to such use, disclosure and/or forwarding.

12. Use of Phone Service and Device by Customers outside the United States. Northland does not presently authorize the use of the Phone Service outside of the United States. Northland makes no warranty express or implied regarding the performance or function of the device if you attempt to use the Phone Service outside of the United States.

13. EMERGENCY SERVICES (911 CALLS). Customer agrees and understands that Northland does not hold itself out as providing emergency 911 services as a replacement to the traditional local wireline 911 services offered over the public switched telecommunications network and wireless 911 services in your local service area. Northland's limited 911-type service is available only on Northland devices and with Northland Services as described herein. You acknowledge and understand that Northland's 911-type dialing requires you to take affirmative steps to activate and properly install the Northland device and to ensure that the information you provide to Northland is accurate, and that Northland's 911-type service is NOT the same as the 911 emergency services you may receive from traditional landline or wireless service providers, that such 911-type dialing capabilities and that such 911-type dialing is different in many significant ways (some, but not necessarily all, of which are described in the Addendum) from traditional 911 service. You agree to inform any household residents, guests, employees and any other persons who may be present at the physical location where you utilize the Phone Service of the non-availability of traditional 911 and E911 dialing from your Northland Phone Service and device(s). You further agree to inform any household residents, guests, employees and any other persons who may be present at the physical location where you utilize the Phone Service as to the differences and limitations of Northland's 911-type dialing service as compared with traditional 911 or E911 dialing that are set forth in this Addendum and any user manual.

14. Description of Northland's 911-Type Service. You acknowledge and understand that neither Northland nor its third party service providers shall have any responsibility to or liability for provision of the Phone Service and 911-type access if the device is moved outside of your Physical Address. Additionally, even if you do not move your device, Northland cannot guarantee the reliability of the 911-type dialing features offered with your Phone Service. When you dial 911 using your Northland approved device and Phone Service, your call is generally routed from the Northland network to third party providers who route the emergency call to the Public Safety Answering Point (PSAP) or local emergency service personnel associated with your telephone number. Each PSAP serves a designated geographic area. When you sign up for Northland Phone Service, your telephone number will correspond to your Physical Address. Your Physical Address, for purposes of your Phone Service, is the location where you receive your Phone Service from Northland. Your Physical Address may or may not be the same as your billing address where you may choose to receive your Northland bill. You acknowledge and understand that it is your responsibility to provide Northland with the proper Physical Address. Northland and its third party provider(s) hereby disclaim any and all liability and responsibility in the event that you provide an incorrect Physical Address to Northland. When you dial 911 from a Northland device using Northland's Phone Service, you acknowledge and understand that Northland and/or its underlying service providers will endeavor to route your call to the general PSAP or local emergency service provider (which may not be answered outside business hours) assigned to your telephone number. You acknowledge and understand that you may not be routed to the same 911 dispatcher(s) who are specifically designated to receive incoming 911 calls using traditional 911 dialing. Northland relies on third parties for the forwarding of information underlying such routing, and accordingly, Northland and its third party provider(s) hereby disclaim any and all liability or responsibility in the event such information or routing is incorrect. Neither Northland nor its underlying service providers nor their officers or employees may be held liable for any claim, damage or loss, and you hereby waive any and all such claims or causes of action arising from or relating to Northland's 911-type dialing and services unless it is proven that the act or omission proximately causing the claim, damage or loss constitutes gross negligence or intentional misconduct on the part of Northland or its underlying service providers. You agree to indemnify and hold harmless Northland and its third party provider(s) from any claim or action arising out of misroutes of 911 calls, including but not limited to your failure to follow correct dialing or use procedures for 911 calling or use of your Northland device or your provision to Northland of incorrect information in connection therewith.

15. Service Outage, Power Failure or Disruption. You acknowledge and understand that 911 dialing will not function in the event of a power failure or disruption. Should there be an interruption in the power supply for any reason whatsoever, the Phone Service and 911 dialing will not function unless and until power is fully restored. A power failure or disruption may require you to reset or reconfigure the Northland device or other Northland equipment at your premises prior to utilizing the Phone Service or 911 dialing.

16. Broadband Service/Internet Service Provider Outage or Termination/Suspension or Termination by Northland. You acknowledge and understand that service outages or suspension or termination of service by your broadband provider or any other broadband provider supplying the broadband service to which you connect your Northland device, and/or by Northland's ISP or by Northland will prevent ALL Phone Service including 911 dialing. You further acknowledge and understand that service outages due to suspension of your account as a result of billing issues, your breach of the terms and conditions of Northland or your broadband provider, or for any other reason, will prevent ALL Phone Service, including 911 dialing. You acknowledge and understand that if there is a service outage for ANY reason, such outage will prevent ALL Phone Service, including 911 dialing. Such outages may occur for a variety of reasons, including, but not limited to those reasons described elsewhere in the Addendum.

17. Limitation of Liability and Indemnification Regarding 911 Emergency Services. YOU ACKNOWLEDGE AND UNDERSTAND THAT NORTHLAND'S LIABILITY IS LIMITED FOR ANY PHONE SERVICE OUTAGE AND/OR INABILITY TO DIAL 911 FROM YOUR LINE OR TO ACCESS EMERGENCY SERVICE PERSONNEL, AS SET FORTH IN THE ADDENDUM. YOU AGREE TO DEFEND, INDEMNIFY, AND HOLD HARMLESS NORTHLAND, ITS OFFICERS, DIRECTORS, EMPLOYEES, AFFILIATES AND AGENTS AND ANY OTHER SERVICE PROVIDER WHO FURNISHES SERVICES TO YOU IN CONNECTION WITH THE ADDENDUM OR THE PHONE SERVICE, FROM ANY AND ALL CLAIMS, LOSSES, DAMAGES, FINES, PENALTIES, COSTS AND EXPENSES (INCLUDING, WITHOUT LIMITATION, ATTORNEY'S FEES) BY, OR ON BEHALF OF, YOU OR ANY THIRD PARTY OR USER OF YOUR NORTHLAND PHONE SERVICE RELATING TO THE ABSENCE, FAILURE OR OUTAGE OF THE PHONE SERVICE, INCLUDING 911 DIALING AND/OR INABILITY OF YOU OR ANY THIRD PERSON OR PARTY OR USER OF YOUR NORTHLAND PHONE SERVICE TO BE ABLE TO DIAL 911, TO ACCESS EMERGENCY SERVICE PERSONNEL, TO ACCESS THE CORRECT PSAP ASSOCIATED WITH YOUR TELEPHONE NUMBER OR TO CORRECTLY ROUTE AN EMERGENCY CALL IF YOU MOVE YOUR NORTHLAND DEVICE OUTSIDE OF YOUR PHYSICAL ADDRESS. YOU EXPRESSLY ACKNOWLEDGE THAT, IN THE EVENT OF A POWER OUTAGE OR OTHER SERVICE-AFFECTING SCENARIO, NEITHER NORTHLAND NOR ANY OF ITS AFFILIATES, SUBSIDIARIES, PARENT COMPANIES, AGENTS, NETWORK SERVICE PROVIDERS, PARTNERS OR EMPLOYEES ARE LIABLE FOR THE AVAILABILITY OF 911 SERVICE FROM YOUR NORTHLAND DEVICE AND NEITHER NORTHLAND NOR ANY OF ITS AFFILIATES, SUBSIDIARIES, PARENT COMPANIES, AGENTS, NETWORK SERVICE PROVIDERS, PARTNERS OR EMPLOYEES ARE LIABLE FOR THE AVAILABILITY OF THE 911 SERVICE FROM YOUR NORTHLAND DEVICE AND NORTHLAND PHONE SERVICE.

18. Use of TDD or TTY devices. Although current developments in IP technologies provide reliable transfer of voice and data over broadband connections such as cable lines, the nature of the technologies may not be fully compatible with the existing 911 systems currently in place in your area of service. Additionally, VOIP 911 services may not be fully compatible with all types of TDD or TTY devices for the hearing impaired and that where such devices are used to make calls, you agree and acknowledge that neither Northland nor Northland's third party providers, hold themselves out as providing or enabling Northland to provide emergency services compatible with any TDD/TTY devices. You further acknowledge that Northland has apprised you of any and all risks associated with your use of Northland's 911-type service and that Northland does NOT recommend that you use the Northland 911 service as your sole and primary means of reaching a 911 operator in case of an emergency.

19. Dialing Requires Activation. You are required to provide an accurate Physical Address and other information to Northland upon purchasing the Northland Phone Service. You must properly connect the Northland device in order for the Northland Phone Service to function properly. You acknowledge and understand that 911 dialing does not function unless you have successfully configured and connected your Northland device and Phone Service and provided accurate and updated information. You acknowledge and understand that you cannot dial 911 from this line unless and until you have confirmation that your Northland device is operational.

20. Failure to Designate the Correct Physical Address When Activating 911 Dialing or Moving Your Device. Failure to provide your current, updated and correct Physical Address and location of your Northland Equipment will result in any 911 call you make being misrouted to the incorrect local emergency service provider. Northland's Phone Service is intended to function from your Physical Address which MUST correspond to the physical address where you receive your primary Northland cable service and where your Northland device is physically located. If you have more than one Northland device at your Physical Address and each device has a different number, you must make sure that the Physical Address corresponds to each number where your Northland device is physically located. If you move your device to a location other than your primary Physical Address, you may not be able to place emergency calls or your calls could be misrouted to the incorrect PSAP or incorrect emergency service personnel.

21. Possibility of Network Congestion and/or Reduced Speed for Routing or Answering 911. Due to the technical constraints of Northland's 911-type dialing feature, you acknowledge and understand that there is a greater possibility of network congestion and/or reduced speed in the routing of a 911 communication made utilizing your Northland device and Equipment as compared to traditional 911 dialing over traditional public telephone networks. You acknowledge and understand that 911 dialing from your Northland Equipment will be routed to the general telephone number for the local emergency service provider (which may not be answered outside business hours), and will not be routed to the 911 dispatcher(s) who are specifically designated to receive incoming 911 calls at such local provider's facilities when such calls are routed using traditional 911 dialing.

22. Automated Number Identification. THE PSAP OR LOCAL EMERGENCY SERVICE DISPATCHER RECEIVING YOUR 911 CALLS MAY NOT BE ABLE TO CAPTURE AND/OR RETAIN AUTOMATIC NUMBER OR LOCATION INFORMATION. THIS MEANS THAT THE DISPATCHER MAY NOT KNOW THE PHONE NUMBER OR PHYSICAL LOCATION OF THE PERSON WHO IS MAKING THE 911 CALL. Although Northland's system is configured to send the automated number identification information, there may be several telephone and Internet telephony companies other than Northland that may be involved in routing your call to emergency personnel and PSAPs. The emergency response systems and the PSAPs themselves must be able to receive the information and pass it along properly. Existing emergency response systems and PSAPs may not always be technically capable of receiving and/or passing routing information properly. You acknowledge and understand that PSAP and emergency personnel may or may not be able to identify your phone number in order to call you back if the call is unable to be completed, is dropped or disconnected, or if you are unable to speak to tell them your phone number and/or if the Phone Service is not operational for any reason, including without limitation those listed elsewhere in the Addendum.

23. Automated Location Identification. At this time in the technical development of Northland's 911-type dialing, it is not always possible to transmit identification of your Physical Address or the physical location of your Northland device if the device is located at a location that is different than your Physical Address. IF YOU DIAL 911 USING NORTHLAND'S SERVICE, YOU MUST IMMEDIATELY TELL THE DISPATCHER YOUR LOCATION (OR THE LOCATION OF THE EMERGENCY, IF DIFFERENT). YOU MUST ALSO NOT DISCONNECT THE LINE, AS THE DISPATCHER MAY NOT HAVE A PHONE NUMBER TO USE TO CALL YOU BACK AND YOU MAY BE REQUIRED TO REDIAL THE 911 CALL. IF YOU ARE UNABLE TO SPEAK AND DESCRIBE YOUR LOCATION ACCURATELY, THE EMERGENCY DISPATCHER MAY NOT BE ABLE TO LOCATE YOU OR DISPATCH EMERGENCY PERSONNEL TO THE CORRECT LOCATION. You acknowledge and understand that you or anyone using your Northland Phone Service will need to state the nature of the emergency promptly and clearly, including your location. You acknowledge and understand that PSAP and emergency personnel may not be able to find your location if the call is unable to be completed, is dropped or disconnected, if you are unable to speak to tell them your location and/or if the Phone Service is not operational for any reason, including without limitation those listed elsewhere in the Addendum.

24. Alternative 911 Arrangements. You acknowledge that Northland does not offer the Phone Services as the primary line for emergency services. You should always have an alternative means of accessing emergency services such as 911 or E911.

25. Provisions Regarding Compatible Customer Equipment and Services. You acknowledge and agree that Northland's service may not support and that Northland has no responsibility for the operation or support, maintenance or repair of any customer equipment. You acknowledge and understand that Northland may not support or be compatible with: non-recommended

configurations including but not limited to MTAs not currently certified by Northland as compatible with Northland's service; customer equipment, including, but not limited to, non-voice communications equipment, alarm and security systems or devices, fire or smoke detection systems or devices, medical monitoring devices, fax machines, and "dial-up" modems; rotary-dial phone handsets, pulse-dial phone handsets, and other voice-related communications equipment such as private branch exchange (PBX) equipment, answering machines, traditional Caller ID units and point of sale (POS) equipment and any all other communications or electronic equipment. In order to use Northland's service, you may be required to provide certain equipment such as a phone handset, inside phone wiring and outlets, and an electrical power outlet. In order to use online features, where Northland makes those features available, you may be required to provide certain hardware, such as a personal computer, software, an Internet browser and access to the Internet. You hereby waive any claim against Northland and/or Northland's third party providers for interference with, disruption of or failure of (such as power and service outages) any such equipment or services.

26. **Local Number Portability.** In the event you are not utilizing a new phone number for your Northland Phone Service, but rather are transferring an existing phone number, you must sign Northland's Letter of Authorization (the "LOA"), authorizing Northland or its designated agent to work with your previous service provider to transfer your existing number. In addition to the terms and conditions of the LOA, the terms and conditions of this paragraph shall also apply: (a) you agree and acknowledge that if you set up your Northland device prior to the date that the number port becomes effective ("Port Effective Date"), you will be able to make outgoing calls only over your Northland device. In such event, Northland strongly recommends that you keep another phone at your Physical Address to receive incoming calls until the Port Effective Date, after which you will be able to both make and receive calls using the Northland Phone Service; and (b) you agree and acknowledge that if your device is not yet activated as of the Port Effective Date, your existing phone service for the number you are transferring will be disconnected and you will have no service for that line. Therefore, to avoid an interruption in your phone service, it is extremely important that you properly install your Northland device prior to, or on, the Port Effective Date. An estimate of the Port Effective Date will be provided to you by Northland via mail, phone or email following your completion of the ordering process.

27. **Failure to Comply with these Policies and Practices.** If you fail to pay your bill when it is due or if you fail to comply with any other of these policies and practices, we may exercise any rights we have to collect amounts due and seek other remedies, including (a) terminating your service, (b) recovering the Equipment, (c) charging your credit card or otherwise charging you the retail price for a new replacement for each piece of Equipment not returned *or* returned but not in working order, normal wear and tear excepted, and/or (d) bringing such other legal action as allowed by law.

28. **Privacy Disclosures.** Your privacy, including the ability to limit disclosure of certain information to third parties, is addressed by, among other laws, the Telecommunications Act of 1996 and the federal Electronic Communications Privacy Act. Information required to be disclosed by any such laws, including information relating to personally identifiable information, is described in the Customer Privacy Policy printed above and is also posted at www.northlandcabletv.com. You acknowledge receipt of the Customer Privacy Policy.

29. **Applicable Law; Severability.** These policies and practices, including all matters relating to their validity, construction, performance and enforcement, shall be governed by applicable federal law, the rules and regulations of the FCC and the laws and regulations of the state and local area where your service is provided. These policies and practices are subject to amendment, modification or termination if required by such regulations or laws. If any provision in these policies and practices is declared to be illegal or in conflict with any law or regulation, that provision may be deleted or modified, without affecting the validity of the other policies and practices.

30. **Notice.** Notices to you shall be deemed given when deposited in the U.S. mail, addressed to you at your last-known address, hand delivered to you or your place of residence or provided by other reasonable means, including to an email account. We reserve the right to provide electronic or telephonic notice to you including cablecasting such notice on our local information channel, which shall be deemed given when provided. Notice to us shall be deemed given when received by us in writing.

31. **Procedure for Resolving Customer Complaints about Signal Quality.** If you have any complaint regarding the quality of television signals we deliver, you should contact us by phone or in writing to inform us. We will promptly try to resolve the problem. If you are dissatisfied with our resolution of the matter, you may notify the responsible official for your community. Please refer to your monthly cable bill or statement for your local franchising authority's name and address.

32. **Force Majeure.** We will not be liable for any delay or failure to perform our obligations, including interruptions in the service, if such delay or nonperformance arises in connection with any acts of God, fires, earthquakes, floods, strikes or other labor disputes, acts of any governmental body or any other causes beyond our commercially reasonable control.

33. **Entire Agreement.** The Subscriber Agreement, the Supplemental Internet Services Agreement and the Acceptable Use Policy constitute our entire agreement concerning your use of Northland's video, Internet and digital phone services, and supersede any other prior or contemporaneous communications. In the event of a conflict between the above listed agreements and any other writing, the terms and conditions of these agreements shall control.

B. SUPPLEMENTAL INTERNET SERVICES AGREEMENT

1. **Subscriber Obligations.** By establishing an account or by using the Internet Service (the "Internet Service") provided by Northland, you agree to be bound by the terms and conditions of Northland's Supplemental Internet Services Agreement (the "Supplemental Agreement") and to use the Internet Service in compliance with the Subscriber Agreement, the Supplemental Agreement, the Acceptable Use Policy and all other use policies (collectively, the "Terms of Service") each of which may be amended from time to time in Northland's sole discretion. If you do not agree to the Terms of Service, including any future revisions, you may not use the Internet Service, and if you have an account you must terminate it as provided herein. Northland reserves the right to revise the Terms of Service and you accept sole responsibility for periodically reviewing them for any and all changes. Your continued use of the Internet Service following the posting at www.northlandcabletv.com of any revisions to the Terms of Service constitutes your acceptance of those revisions. Notices, updates and other information regarding the Internet Service may be sent to Your Email (as defined herein). In the event of a conflict of terms between the Supplemental Agreement and any other subscriber or customer agreement, the terms of the Supplemental Agreement shall control. Your obligations under the Supplemental Agreement are as follows:

(a) End Users establishing an account with Northland must be at least 18 years old.

(b) Users must (i) provide Northland with accurate and complete billing information including legal name, address, telephone number, and credit card/billing, and (ii) report to Northland all changes to this information within thirty (30) days of the change. Users are responsible for all charges to their account.

(c) Users are billed each month for Internet Service, including charges for any additional usage or services. Users are responsible for paying all charges billed to their account in the manner and method prescribed on their invoice. Northland is not responsible for any charges or expenses (overdrawn accounts, exceeding credit card limits, etc.) resulting from charges billed by Northland.

(d) Internet Service may be suspended, limited or canceled at Northland's sole discretion for any breach by User of the Terms of Service; however, charges will continue to accrue until User's account is canceled. Northland may bill an additional charge to reinstate Internet Service that has been suspended, limited or canceled.

(e) Upon activation of your Internet Service with Northland, you shall establish an email account with Northland or provide an email address to which Northland may send notices, updates and other information regarding the Internet Service ("Your Email"). You shall maintain Your Email throughout the duration of your subscription to Northland's Internet Service and shall notify Northland of any changes to Your Email in a timely manner. You are responsible for checking Your Email for any notices that Northland may send to Your Email.

2. **A Special Note Concerning Minors.** Protecting children's privacy is especially important to us. It is our policy to comply with the Children's Online Privacy Protection Act of 1998 and all other applicable laws. We recommend that children ask a parent for permission before sending personal information to Northland, or to anyone else online.

3. **Use of the Internet Service.**

(a) **Account, Password and Security.** You will receive a user name, password and account designation upon registration. You and members of your household, in the case of a personal account, and you and your employees, in the case of a business account, are the only authorized users of your account and all Users must comply with the Terms of Service. You must keep your password confidential so that no one else may access the Internet Service through your account. You must notify Northland within 24 hours of discovering any unauthorized use of your account. You are responsible for the use of your account, whether or not authorized by you.

Usernames, passwords and email addresses provided by Northland are Northland's property and Northland may alter or replace them at any time.

(b) **Networking.** To the extent consistent with the AUP, residential package subscribers may connect multiple computers to set up a Local Area Network ("LAN") behind the cable modem that connects no more than 5 personal computers that you own, that are located in your Home and where the Internet Service is used principally for the residents of your Home. Commercial package subscribers may also create a LAN behind the modem that connects up to 10 personal computers used in your business where each computer is owned by you and is located at your principal place of business and each computer is used by an employee of your business. Northland reserves the right to further restrict or limit subscriber accounts in the event Northland determines in its sole and absolute discretion that such subscribers' Internet usage is excessive.

(c) **Bandwidth and Usage Limitations.** You may not use a personal or standard business account for high volume and/or commercial use, such as web hosting, streaming media, revenue generation, commercial transaction handling and file sharing. Further, email accounts exceeding 10MB in size may, at Northland's discretion, be transferred to a compressed temporary file or storage, and may, at Northland's discretion, be deleted after a period of time. Any User's website exceeding 5MB of disk space or 250MB of data transfer per month may be billed for excess usage. In general, you may not use the Internet Service in any way that places an excessive burden on the network or infrastructure, including bandwidth, data storage or other network limitations. Examples include file sharing, peer to peer activities, streaming media or use of the Internet Service through multiple computers. Commercial or high volume accounts may be available for such use.

4. **Monitoring the Internet Service.** Northland has no obligation to monitor the Internet Service, but may do so and, consistent with its Customer Privacy Policy, may disclose information regarding the use of the Internet Service for any reason if Northland, in its sole discretion, believes that it is reasonable to do so, including, but not limited to the following: to satisfy any laws, regulations or governmental or legal requests; in the operation of the Internet Service; or for the protection of Northland and its Users. Please see Northland's Privacy Policy at www.northlandcabletv.com. Northland may immediately remove your material or information from Northland's servers, in whole or in part, which Northland, in its sole and absolute discretion, determines to infringe on another's property rights or to violate the Acceptable Use Policy.

5. **Disclaimer of Warranties.** EXCEPT FOR CERTAIN PRODUCTS AND SERVICES SPECIFICALLY IDENTIFIED AS BEING OFFERED BY NORTHLAND, NORTHLAND DOES NOT CONTROL ANY MATERIALS, INFORMATION, PRODUCTS OR SERVICES ON THE INTERNET. THE INTERNET CONTAINS UNEDITED MATERIALS, SOME OF WHICH ARE SEXUALLY EXPLICIT OR MAY BE OFFENSIVE TO YOU. NORTHLAND HAS NO CONTROL OVER AND ACCEPTS NO RESPONSIBILITY FOR SUCH MATERIALS. YOU ASSUME FULL RESPONSIBILITY AND RISK FOR USE OF THE SERVICE AND ARE SOLELY RESPONSIBLE FOR EVALUATING THE ACCURACY, COMPLETENESS AND USEFULNESS OF ALL SERVICES, PRODUCTS AND OTHER INFORMATION, AND THE QUALITY AND MERCHANTABILITY OF ALL MERCHANDISE PROVIDED THROUGH THE SERVICE. THE SERVICE IS PROVIDED ON AN "AS-IS" OR "AS-AVAILABLE" BASIS. NORTHLAND DISCLAIMS ANY WARRANTY THAT THE SERVICE WILL BE UNINTERRUPTED, ERROR-FREE OR FREE OF VIRUSES OR OTHER HARMFUL COMPONENTS. NORTHLAND MAKES NO EXPRESS WARRANTIES AND WAIVES AND DISAVOWS ANY AND ALL IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF TITLE, NON-INFRINGEMENT, MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. NO ADVICE OR INFORMATION GIVEN BY NORTHLAND OR ITS REPRESENTATIVES SHALL CREATE ANY WARRANTY.

6. **Limitation of Liability.** UNDER NO CIRCUMSTANCES SHALL NORTHLAND, ITS EMPLOYEES, SUBSIDIARIES, LICENSORS OR ANY UNDERLYING SERVICE PROVIDER BE LIABLE FOR ANY COSTS OR DAMAGES ARISING DIRECTLY OR INDIRECTLY FROM YOUR USE OR INABILITY TO USE THE SERVICE, INCLUDING ANY INDIRECT, INCIDENTAL, EXEMPLARY, MULTIPLE, SPECIAL, PUNITIVE OR CONSEQUENTIAL DAMAGES. THIS LIMITATION APPLIES WHETHER THE ALLEGED LIABILITY IS BASED ON CONTRACT, TORT, NEGLIGENCE, STRICT LIABILITY OR ANY OTHER BASIS, EVEN IF NORTHLAND HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE. BECAUSE SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, NORTHLAND'S LIABILITY IN SUCH JURISDICTIONS SHALL BE LIMITED TO THE EXTENT PERMITTED BY LAW.

7. **Indemnification.** You agree to defend, indemnify and hold harmless Northland, its parent and other affiliated companies and their employees, contractors, officers and directors from all liabilities, claims and expenses, including, but not limited to, reasonable attorneys' fees that arise from your use or misuse of the Internet Service. Northland reserves the right, at its own expense, to assume the exclusive defense and control of any matter otherwise subject to indemnification by you, in which event you will cooperate with Northland in asserting any available defenses.

8. **Software License.** Northland grants you a limited, non-exclusive, non-transferable, personal and non-assignable object code license to use Northland's access software (including software from third-party vendors that Northland may distribute), its associated documentation and any updates thereto that may be provided to you by Northland ("Licensed Programs"), in order to access and utilize the Internet Service, as may be necessary. You agree to use the Licensed Programs solely in conjunction with the Internet Service and for no other purpose. Northland may modify the Licensed Programs at any time, for any reason and without providing notice of such modification to you.

The Licensed Programs constitute confidential and proprietary information of Northland and Northland's licensors and embody trade secrets and intellectual property protected under United States copyright laws, other laws and international treaty provisions. All right, title and interest in and to the Licensed Programs, including associated intellectual property rights, are and shall remain with Northland and Northland's licensors. You shall not translate, decompile, reverse engineer, distribute, remarket or otherwise dispose of the Licensed Programs or any part thereof.

You may not download, use or otherwise export or re-export the Licensed Programs or any underlying information or technology except in full compliance with all United States and other applicable laws and regulations. By installing or downloading the Licensed Programs, you represent and warrant that you are not located in, under the control of or a national or resident of any country on the U.S. Treasury Department's list of Specially Designated Nationals or the U.S. Commerce Department's Table of Deny Orders.

9. **Website Usage and Other Websites.** The Internet Service may provide, or third parties may provide, links to other World Wide Web sites or resources. Because Northland has no control over such sites and resources, you acknowledge and agree that Northland is not responsible for the availability of such external sites or resources, and does not endorse and is not responsible or liable for any content, advertising, products or other materials on or available from such sites or resources. You further acknowledge and agree that Northland shall not be responsible or liable, directly or indirectly, for any damage or loss caused or alleged to have been caused by or in connection with the use of or reliance on any such content, goods or services available on or through any such site or resource.

10. **Remedies Under the Supplemental Agreement.** Continued use of the Internet Service constitutes acceptance of the Supplemental Agreement and any future versions. If you are dissatisfied with the Internet Service or any related terms, conditions, rules, policies, guidelines or practices, your sole and exclusive remedy is to discontinue using the Internet Service. Northland reserves all rights it may have for breach of any of the Terms of Service.

11. **Termination.** Subject to any early termination fees for a Special Offer, Northland reserves the right, in its sole discretion, to terminate or limit your account, terminate your password and terminate or otherwise limit your use of the Internet Service, with or without prior written notice, if you have breached any of the Terms of Service, as may be amended, or other user policies of Northland. You may terminate your account at any time and for any reason by providing notice of intent to terminate to Northland by:

- (a) telephone call directed to Customer Service at your local Northland office, or
- (b) registered or certified mail, return receipt requested addressed to Northland.

Notice of termination via email will not be accepted. If your account included space on Northland's servers, anything stored on this space will be deleted upon termination.

C. **ACCEPTABLE USE POLICY**

1. **Introduction.** Northland's Acceptable Use Policy (the "AUP") governs your use of and access to the Internet Service provided by Northland, whether you are a subscriber to the Internet Service or not. By accessing the Internet via the Internet Service, you agree to all the terms set forth herein, as amended from time to time.

Generally, Northland does not monitor or edit the content posted by users of the Internet Service or other Internet services that may be available on or through the Internet Service (e.g., newsgroups, chat rooms, message boards, etc.). However, Northland and its agents reserve the right at their sole discretion to remove any content that, in Northland's judgment, does not comply with the AUP or is otherwise harmful, objectionable or inaccurate. Northland shall not be liable to you for the removal of any content or limitations on any use of the Internet Service nor shall Northland be liable to you for any refusal, failure or delay in removing such content.

In addition, Northland may cooperate with legal authorities and/or third parties in the investigation of any suspected or alleged crime or civil wrong. Your violation of the AUP or any applicable laws may result in the suspension or termination of either your access to the Internet Service and/or your Northland account. You agree to indemnify, defend and hold Northland harmless from any claims resulting from your use of the Internet Service. Northland may, in its sole discretion, revoke your access for inappropriate usage. Use of any information obtained via the Internet Service is at your own risk. Northland is not responsible for the accuracy, quality or content of information obtained through the Internet Service. Further terms applicable to your use of the Internet Service may be contained in any applicable Subscriber Agreement or Terms of Use provisions on applicable web pages.

2. **Violations.** The following is a non-exclusive list of prohibited uses that violate the AUP. You are prohibited from:

(a) Using the Internet Service to gain unauthorized access to any computer systems, software or data, breach the security of another computer; or attempt to circumvent the user authentication or security of any computer, host, network, website or account. This includes the use or distribution of tools designed or used for compromising security, such as password guessing programs, decoders, password gatherers, analyzers, cracking tools, packet sniffers, encryption circumvention devices or programs, or Trojan Horse programs. Unauthorized port scanning for any reason is strictly prohibited.

(b) Using the Internet Service to transmit any material (by email, uploading, posting or otherwise) that, intentionally or unintentionally, violates any applicable local, state, national or international law, or any rules or regulations promulgated thereunder.

(c) Using the Internet Service which results in the interference with access to the Internet by other parties or disrupt the network used by Northland.

(d) Using the Internet Service to harm, harass, degrade or intimidate an individual or group of individuals on the basis of religion, gender, race, ethnicity, age or disability.

(e) Using the Internet Service to transmit any material (by email, uploading, posting or otherwise) that threatens or encourages bodily harm or destruction of property.

(f) Using the Internet Service to harass, threaten, embarrass or cause distress, unwanted attention or discomfort upon another.

(g) Using the Internet Service to make fraudulent offers to sell or buy products, items or services or to advance any type of financial scam such as "pyramid schemes," "ponzi schemes" and "chain letters."

(h) Adding, removing or modifying identifying network header information in an effort to deceive or mislead.

(i) Using the Internet Service to transmit any unsolicited commercial email or unsolicited bulk email, or engaging in activities that have the effect of facilitating unsolicited commercial email or unsolicited bulk email, whether or not that email is commercial in nature.

(j) Using the Internet Service to access, or attempt to access, the accounts of others, or to penetrate, or attempt to penetrate, security measures of Northland or another entity's computer software or hardware, electronic communications system or telecommunications system, whether or not the intrusion results in harm.

(k) Using the Internet Service to transmit any material (by email, downloading, uploading, posting or otherwise) that infringes any copyright, trademark, patent, trade secret or other proprietary rights of any third party, including, but not limited to, the unauthorized copying of copyrighted material, the digitization and distribution of photographs from magazines, books or other copyrighted sources, and the unauthorized transmittal of copyrighted software. The above prohibition includes, but is not limited to, copying, distributing or sublicensing any software provided in connection with the Internet Service by Northland or any third party, except that you may make one (1) copy of each software program provided by Northland for back-up purposes only.

(l) Using the Internet Service to illegally collect, or attempt to illegally collect, personal information about third parties without their knowledge or consent.

(m) Using the Internet Service which results in the harm to minors in any way.

(n) Reselling the Internet Service or otherwise making it available to anyone outside of your premises or place of business, either through networking, Wi-Fi, WiMAX or any other method, in whole or in part, directly or indirectly, whether on a bundled or unbundled basis. This Internet Service is for your personal use, only.

(o) Connecting multiple computers behind the cable modem to set up a LAN; provided, however, residential package subscribers may create a LAN behind the modem that connects no more than five (5) personal computers that you own, that are each located in your Home, and where the Internet Service is used principally by a resident of your Home; and provided further, commercial package subscribers may create a LAN behind a modem that connects up to ten (10) personal computers used in your business where each computer is owned by you and is located at your principal place of business and each computer is used by an employee of your business. Northland reserves the right to further restrict or limit users in the event Northland determines in its sole and absolute discretion that such business' Internet usage is excessive.

(p) Sending numerous copies of the same or substantially similar message, empty messages or messages which contain no substantive content, or sending very large message or files to a recipient that disrupts an Internet service or equipment such as, server, account, newsgroup or chat service.

(q) Running programs, equipment or services from the premises that provide network content or any other services to anyone outside of your authorized premises LAN. Examples include, but are not limited to, email hosting, Web hosting, file sharing and proxy services.

(r) Participating in the collection of email addresses, screen names or other identities of others, a practice sometimes known as "spidering" or "harvesting," or participating in the use of software designed to facilitate this activity.

(s) Engaging in any deceptive act through the Internet Service such as impersonating any person or entity, engaging in sender address falsification and forging any identity or signature.

(t) Altering, tampering or modifying any Equipment or Internet Service or permitting any other person to do so.

(u) Connecting any Equipment to any computer outside your Home or business.

(v) Violating any rules, regulations or policies applicable to any network, server, computer, database or website that you access.

(w) Using the Internet Service in anyway that places an excessive burden on Northland's network or infrastructure, including bandwidth, data storage or other network limitations. Examples include file sharing, peer to peer activities, streaming media or use of the Internet Service through multiple computers.

3. **Your Responsibilities.** You are responsible for any misuse of the Internet Service, even if the misuse was committed by a friend, family member or guest with access to your Internet Service account. Therefore, you must take steps to ensure that others do not use your account to gain unauthorized access to the Internet Service by, for example, strictly maintaining the confidentiality of your Internet Service login and password or any login and password protections that may otherwise limit access to your computer. In all cases you are solely responsible for the

security of any device you choose to connect to the Internet Service, including any data stored or shared on that device. Northland recommends against enabling file or printer sharing of any sort. Any files you choose to make available should be protected with an appropriate password and other protections.

4. **Personal Web Page and File Storage.** As part of the Internet Service, Northland may provide you with access to personal Web pages and storage space (the "Personal Web"). You are solely responsible for any information that you or others publish or store on the Personal Web. You must ensure that the intended recipient of any content made available through the Personal Web is appropriate. For example, you must take appropriate precautions to prevent minors from receiving or accessing inappropriate content. Northland reserves the right, but disavows any obligation, to remove, block or refuse to post or store any information or materials, in whole or in part, that it, in its sole discretion, deems to be offensive, indecent or otherwise inappropriate regardless of whether this material or its dissemination is unlawful. This includes, but is not limited to: obscene material; defamatory, fraudulent or deceptive statements; threatening, intimidating or harassing statements and material that violates the privacy rights or property rights of others (copyrights or trademarks, for example). For purposes of the AUP, "material" refers to all forms of communications including narrative descriptions, graphics (including photographs, illustrations, images, drawings, logos), executable programs and scripts, video recordings and audio recordings. Northland may remove or block content contained on your Personal Web and terminate your Personal Web and/or your use of the Internet Service if we determine that you have violated the terms of the AUP.

5. **Network, Bandwidth, Date Storage and Other Limitations.** In addition to your obligation to not place an excessive burden on the network as noted in Section 3(w) of the AUP, you must comply with all current bandwidth, data storage and other limitations on the Internet Service established by Northland and its suppliers. Further, you may only access and use the Internet Service with a dynamic Internet Protocol ("IP") address that adheres to the dynamic host configuration protocol ("DHCP"). You may not access or use the Internet Service with a static IP address or use any protocol other than DHCP unless you are subject to a Internet Service plan that expressly permits otherwise.

You must ensure that your activity (including, but not limited to, use made by you or others of any Personal Web Features) does not improperly restrict, inhibit or degrade any other user's use of the Internet Service, nor represent (in the sole judgment of Northland) an unusually large burden on the network. In addition, you must ensure that your activities do not improperly restrict, inhibit, disrupt, degrade or impede Northland's ability to deliver the Internet Service and monitor the Internet Service, backbone, network nodes and/or other network services.

6. **Violation of AUP.** Northland does not routinely monitor the activity of Internet Service accounts for violation of the AUP. However, in our efforts to promote good citizenship within the Internet community, we will respond appropriately if we become aware of inappropriate use of our Internet Service. Although Northland has no obligation to monitor the Internet Service and/or the network, Northland and its suppliers reserve the right at any time to monitor bandwidth, usage, transmissions and content from time to time to operate the Internet Service, to identify violations of the AUP and/or to protect the network, the Internet Service and Northland users.

Northland prefers to advise Users of inappropriate behavior and any necessary corrective action. Northland may contact Users by U.S. Mail, telephone, email or other forms of communication. You must promptly respond to any request by Northland for a response to such communication. In the event the Internet Service is used in a way that Northland or its suppliers, in their sole discretion, believe violates the AUP, Northland or its suppliers may take any responsive actions they deem appropriate. These actions include, but are not limited to, temporary or permanent removal of content, cancellation of newsgroup posts, filtering of Internet transmissions and the immediate suspension or termination of all or any portion of the Internet Service. You agree that Northland, its affiliates, suppliers or agents will have no liability for any of these responsive actions. These actions are not Northland's exclusive remedies and Northland may take any other legal or technical action it deems appropriate.

Northland reserves the right to investigate suspected violations of the AUP, including the gathering of information from the User(s) involved and the complaining party, if any, and examination of material on Northland's servers and network. During an investigation, Northland may suspend the account or accounts involved and/or remove or block material that potentially violates the AUP. You expressly authorize Northland and its suppliers to cooperate with (a) law enforcement authorities in the investigation of suspected legal violations, and (b) system administrators at other Internet service providers or other network or computing facilities in order to enforce the AUP. This cooperation may include Northland providing available personally identifiable information about you to law enforcement or system administrators, including, but not limited to, username, subscriber name and other account information. Upon termination of your account, Northland is authorized to delete any files, programs, data and email messages associated with your account.

The failure of Northland or its suppliers to enforce the AUP, for whatever reason, shall not be construed as a waiver of any right to do so at any time. You agree that if any portion of the AUP is held invalid or unenforceable, that portion will be construed consistent with applicable law as nearly as possible, and the remaining portions will remain in full force and effect. YOU AGREE TO INDEMNIFY, DEFEND AND HOLD HARMLESS NORTHLAND AND ITS AFFILIATES, SUPPLIERS AND AGENTS AGAINST ALL CLAIMS AND EXPENSES (INCLUDING REASONABLE ATTORNEY FEES) RESULTING FROM YOUR ENGAGEMENT IN ANY OF THE PROHIBITED ACTIVITIES LISTED IN THE AUP OR RESULTING FROM YOUR VIOLATION OF THE AUP OR OF ANY OTHER POSTED NORTHLAND POLICY RELATED TO THE INTERNET SERVICE. YOUR INDEMNIFICATION WILL SURVIVE ANY TERMINATION OF THE SUBSCRIBER AGREEMENT.

7. **Revisions of the AUP by Northland.** Northland reserves the right to revise, amend or modify the AUP and other policies and procedures at any time and in any manner. Any revision, amendment or modification will be posted on Northland's website, which you agree to review periodically for additional or amended terms and policies. All revisions of the AUP are effective immediately upon posting to the www.northlandcabletv.com website. In the event of any conflict between any Subscriber Agreement and the AUP, the terms of the AUP will govern.

All Sections of the Customer Service Policy, as well as Sections A(1), A(3), A(4), A(5), A(7), A(17), A(29), A(30), A(31), A(32), B(5), B(6) and B(7) of these Terms and Conditions of Services, shall survive termination of the Subscriber Agreement.

Thank you for being our customer. We appreciate your business.



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Version 03/11/09