

## **Installation & Service Agreement**

This Installation & Service Agreement – Fibre to the Premise is between:

**EH!tel Networks Inc.** 392058 Grey Road 109 Holstein, ON, N0G 2A0 (“EH!tel”)

AND

“Customer”

## **GENERAL TERMS AND CONDITIONS OF SERVICE**

### **DEFINITIONS**

1. **Definitions** For the purposes of this Agreement, the following terms shall have the respective meanings set out below and grammatical variations of such terms shall have corresponding meanings:

**Acceptable Use Policy or AUP:** Sets out the policy to which usage of the Services provided to the Customer by EH!tel shall be subject. The Customer shall not use or permit usage of any Service in a manner that violates EH!tel’s Acceptable Use Policy. The Acceptable Use Policy is Appendix C to this Agreement.

**Agreement** means these General Terms and Conditions of Service as well as any appendices and any applicable Service Order Form.

**BBU** is the abbreviated name for the Battery Backup Unit. The BBU provides continuous and backup power to the ONT.

**Curb** is the edge of a public roadway (Municipal property) adjacent to private property.

**Curb Installation** is the installation of Fibre to the Curb for a particular Premise.

**Drop** is the fibre optic line from the Curb to the Premise.

**Drop Installation** is the installation of a Drop on private property. A drop is typically installed from 6 inches to 48 inches below the grade with a vibratory lawn plow for minimum disturbance. A vibratory trencher, sidewalk drill, or Horizontal Directional Drill may be used if deemed necessary. In most cases the Installation to the Curb has been completed prior to the Drop Installation.

**Early Cancellation Fee** is the fee a Customer must pay to terminate Services before the end of a Term. The Early Cancellation Fee calculation is set out in Schedule “A” to this Agreement.

**Effective Date** has the meaning given to it in Section 6 of the General Terms and Conditions of Service.

**Equipment** means (i) in the case of an Installation under the FTTP Installation Terms, both of the ONT, BBU and the cable connecting the ONT to the BBU, or (ii) in the case of an Installation under the Wireless Installation Terms, both of the SU and POE.

**Facilities** means any wire, cable, radio, optical or other electromagnetic system, or any similar technical system used by EH!tel to provide Services to the Customer on the Customer's Premise, and includes, but is not limited to, Fibre to the Premise and Equipment.

**Fibre to the Curb** is the term used when fibre optic lines are installed up to a Curb of a Premise. The fibre is commonly coiled in a junction box or coiled up at the surface in preparation for a Drop Installation.

**Fibre to the Premise** is the term used when fibre optic lines are installed and extended to a premise. Fibre to the Home is an alternate term commonly used with homes only.

**Junction Box** is any point at which fibre lines connect along a roadway.

**Installation** refers to any combination of Service Installation that is relevant to the Customer in this Agreement.

**Installation Fees** are the fees associated with "Drop Installation", "Curb Installation", "Service Installation", including applicable surcharges as specified in this Agreement.

**FTTP Installation Terms** are the terms associated with EH!tel performing a fibre to the premise Installation under this Agreement. The Installation Terms are Appendix A to this Agreement.

**ONT or Optical Network Terminal** is the electronic hardware between the Drop and the data ports through which the Customer's Services are provided.

**Other Fees** are any fees, other than the Recurring Monthly Fees, that the Customer agrees to pay in exchange for the Services, including fees for Value Added Services.

**Package** is the bundle of Services that Customer has agreed to receive, in exchange for the Recurring Monthly Fees, Installation Fees and Other Fees.

**POE** is the abbreviated name for Power Over Ethernet. The POE may consist of a single unit, two units consisting of the POE and power supply. The LAN or Network ports of the POE are designated for the Service.

**Post Project** is the time at which construction of the Project Segment has been completed.

**Post Project Installation** are Drop Installation and Service Installation after construction of a Project Segment has been completed. This type of installation requires a new Municipal Permit, Curb Installation, connections at a Junction Box, Drop Installation and Service Installation.

**Premise** is a reference to a structure, including home, business, facility, or building.

**Project** refers to a specific area of the Fibre to the Premise network being proposed and/or constructed. These areas are defined by logical network engineering, and not necessarily tied to specific community or Municipal boundaries.

**Project Segment** is a stretch along any piece of road where Fibre to the Premise network is proposed and/or constructed. A segment is defined by logical network engineering (typically between Junction Boxes), and not necessarily tied to a concession, block or road in its entirety. For the purpose of this Agreement, a Premise will be part of a Project Segment at which point the Premise driveway accesses the public road.

**Recurring Monthly Fees** are the fees that the Customer must pay for the Services, based on the package selected by the Customer.

**Service(s)** are the Service ordered by the Customer that are included as part of the Customer's chosen Package, as set out in an applicable Service Order Form.

**Service Date** has the meaning given to it in Section 7 of the General Terms and Conditions of Service.

**Service Installation** is the installation of the Equipment in a Premise and activation of one or more Service(s).

**Service Level Agreement** is the service level commitments of EH!tel for the Services to which the Customer wishes to subscribe. EH!tel's Service Level Agreement is published online at [www.ehtel.ca](http://www.ehtel.ca). EH!tel reserves the right to update its Service Level Agreement from time to time, and will provide the Customer with 30 days' advanced notice of any change.

**Service Order Form** is the form that sets out the Services to which the Customer has agreed to receive from EH!tel.

**SU** is the abbreviated name for Subscriber Unit. The SU consists of the radio and/or antenna installed on the exterior of the home, and the POE (power over Ethernet) unit typically in the home.

**Time Slots** are an approximate time for when an Installation is scheduled Monday to Friday, consisting of 8 am and 6pm-

**Value Added Services** consists of: (i) usage based Service such as international calls, additional bandwidth, pay per view; (ii) technical and non-technical support, troubleshooting, options, custom installations, and other services that a Customer requests and EH!tel may provide at its discretion.

**Wireless Installation Terms** are the terms associated with EH!tel performing a wireless Installation under this Agreement. The Installation Terms are Appendix B to this Agreement.

2. **Services** EH!tel shall supply the Services ordered by the Customer in accordance with the terms of this Agreement.
3. **Installations** EH!tel shall perform Installations in accordance with Appendix A – Installation Terms.
4. **Change in Packages and Additional Services** Upon request by Customer, EH!tel may, at its option, permit Customer to change its Package or receive additional Services. Change to Packages or adding Services will be recorded in a new, signed Schedule "A".
5. **Customer Authorization** Customer warrants they are authorized to execute all aspects of this Agreement, or when applicable, obtained additional authorizations through signatures on this

Agreement, be it individuals, lease holders, mortgage holders, partners, shareholders, landlords, who may be affected by the terms of this Agreement.

6. **Effective Date** The effective date of the Agreement shall be the date the Customer signs this Agreement, whether Customer signs the Agreement physically or online (hereinafter called the “**Effective Date**”).
7. **Service Date** The Service Date is the date the Customer receives the Services as a result of a Service Installation, or within 10 days of the date EH!tel has exhausted all attempts to schedule the Service Installation, which ever comes first (hereinafter called the “**Service Date**”).
8. **Term & Termination**
  - 8.1 The initial Term will commence on the Service Date and will continue for the period set out in Schedule “A”, unless terminated by either party as permitted under this Agreement (the “Initial Term”).
  - 8.2 At the expiry of the Initial Term, this Agreement will automatically renew for an additional Term on a “month-to-month” basis, unless either party provides the other at least 30 days’ advance written notice of its intention not to renew.
  - 8.3 If at any time prior to the expiry of the Term the Customer wishes to discontinue the Services, or if EH!tel terminates the Agreement or the Customer’s Services under Section 10, the Customer shall pay to EH!tel immediately, upon receipt of invoice, an Early Cancellation Fee which is equal to the sum of: twenty five percent (25%) of the Recurring Monthly Fees multiplied by the number of months remaining in the Term.

## 9. **Fees, Invoicing and Payment**

- 9.1 Customer will pay EH!tel the one-time Installation Recurring Monthly Fees, and any Other Fees as set out in an applicable Service Order Form.
- 9.2 If the Service Date of the Services falls prior to the 1st of any given month, the monthly fee will be pro-rated for the balance of that month. If the Service Date of the Services” falls on or after the 1st of any given month, the monthly fee will be pro-rated for the balance of that month, plus the monthly “services” fee for the following month. Pro-rated fees are calculated on a per day basis, which is the total of the Recurring Monthly Fees divided by 30.
- 9.3 All one-time Installation Fees will be payable in advance. All Recurring monthly Fees will be payable monthly in advance. Monthly fees and charges for other services, which are not billed as recurring monthly fees, will be payable monthly in arrears.(service calls or long distance charges)
- 9.4 EH!tel will issue monthly invoices via email by the 1<sup>st</sup> day of each month. Customer may elect to receive a paper invoice sent through Canada Post is subject to a \$3.00 surcharge.
- 9.5 Except for the first payment, which must be paid by the Customer to EH!tel before commencement any installation, all amounts payable will be due on or before the 30<sup>th</sup> day of the month proceeding the month of the Services (“**Payment Due Date**”).
- 9.6 The Customer may pay invoices by any payment option as posted on EH!tel ‘s website ([www.ehtel.ca](http://www.ehtel.ca)) or listed on an invoice.
- 9.7 Any payment not made by the Payment Due Date will be subject to an interest charge of two percent (2%) per month, with a minimum charge of \$2.00, compounded monthly.

Any Installation Fees become due immediately if the Customer refuses Services or Installation.

## **10. Termination and Changes**

**10.1 Suspension or Termination with notice by EH!tel.** Without incurring liability, EH!tel may terminate the Agreement or suspend, restrict or terminate the applicable Services, upon minimum 14 days' prior written notice, if the Customer:

**10.1.1** has failed to pay any amount payable under an invoice within 60 days' of the Payment Due Date;

**10.1.2** violates or breaches any of the material provisions of the Agreement; or

**10.1.3** becomes bankrupt or insolvent, makes a general assignment for the benefit of creditors, is dissolved, or liquidated or takes any corporate action for such purpose, has a receiver, trustee, custodian, or similar agent appointed by order of any court of competent jurisdiction to take charge of or sell any material portion of its property or business.

**10.2 Suspension without notice by EH!tel:** Unless otherwise required by law or regulatory authority, EH!tel may without notice, acting reasonably and without incurring liability: (a) cancel a request for Services or (b) temporarily suspend or restrict a Service to Customer if EH!tel deems such action necessary to protect against fraud or the commission of suspected illegal activities, to prevent the Customer's use of the Services from violating the Acceptable Use Policy or causing harm to the network, or to otherwise prevent interference with EH!tel's ability to provide the Services to the Customer or others. In suspending or temporarily blocking Services under this Section, EH!tel will use reasonable efforts to provide advanced notice to the Customer before taking action and, if advanced notice cannot be provided, shall provide notice as soon as possible after suspending or temporarily blocking the Services.

**10.3 Changes by EH!tel** EH!tel may change any Recurring Monthly Fees payable or Services provided under this Agreement, upon 30 days' written notice prior to the end of any Term. For clarity, EH!tel will not change any Recurring Monthly Fees or Services during the period covered by a Term.

**10.4 Early Termination by Customer** Some packages are tied to a Term for reduced Installation Fees. In such a case, the Customer may nevertheless terminate the Services before the end of the Term by paying an Early Cancellation Fee, as set out in Schedule "A".

**10.5 Changes by Customer** Upon expiry of any Term, the Customer has the option to select alternate Services at any time through contracting EH!tel customer support. EH!tel requires 3 Business days for the service change to take effect. Any changes in the service fee will not take effect until the next billing cycle.

**11. If Customer is in Default** If Customer is in default of any of its obligations for failing to pay any amount payable under an invoice by the Payment Due Date, then EH!tel may, on 14 days' written notice after the notice described in 9.1.1, assign the Customer's account to an agency retained by EH!tel for the collection of the Customer's account.

**12. Credit Authorization** Customer hereby authorizes EH!tel and gives consent for EH!tel to obtain credit information and bank and other financial references regarding the Customer for the purposes of assessing the Customer's credit worthiness, and the Customer will promptly execute and deliver to EH!tel such further documents and assurances and take such further actions as

EH!tel may from time to time reasonably request in order to carry out the intent and purpose of this Section.

**13. Limitation of Liability**

**13.1** The limit of EH!tel's liability in contract, tort (including negligence), equity or by statute or otherwise to customer (or its clients) concerning performance or non-performance in any manner related to this Agreement, for any and all claims will not, in the aggregate, exceed the total fees paid by the Customer to EH!tel under this Agreement in the immediately preceding one month from the date the claim arose. In no event will EH!tel be liable for any lost profits, special, indirect, consequential, incidental or punitive damages. The Customer acknowledges that this limitation of liability is a material term of this Agreement and that EH!tel would not enter into this Agreement in the absence of this limitation of liability.

**13.2** Customers expressly agree and acknowledge that the use of the service is at your sole risk, and the in particular but without limiting the generality of the forgoing, neither EH!tel nor any of its information providers, licensors, employees, or agents warrant that the Service will be uninterrupted or error-free; nor does EH!tel or any of its information providers, licensors, employees, or agents make any warranty or representation as to the result to be obtained from the use of the Service. The Service and any deliverables provided by EH!tel or those for whom it is responsible in law are provided "as is" and "as available" without warranties or conditions of any kind except for those explicitly referred to in this Agreement.

**13.3** Neither EH!tel nor anyone else involved in creating, producing, or delivering the Service shall be liable for any direct, indirect, incidental, special or consequential damages arising out of use of the Service or inability to use the Service. Neither EH!tel nor any of its affiliates warrant that any data or files sent to you be transmitted in uncorrupted form or within a reasonable period of time, that such data or files will not be intercepted or that other users will not gain access to any of your computer equipment, or that any Content, or other materials accessible on the Service is free of viruses or harmful elements or components. There are no express or implied representations, warranties, or conditions whatsoever (including warranties of title or non-infringement, or the implied warranties of merchantability or fitness for a particular purpose) with regard to the service or any merchandise, information or service provided on the Internet and all representations, warranties, or conditions of any kind, express or implied, are to the extend permitted by the applicable law excluded hereby.

**14. Force Majeure** Neither party will be liable for any delay, interruption or failure in the performance of its obligations if caused by acts of God, war, declared or undeclared, fire, flood, storm, slide, earthquake, or other similar event beyond the control of the party affected ("Force Majeure"). If any Force Majeure occurs, the party claiming Force Majeure will promptly notify the other. The party claiming Force Majeure will use commercially reasonable efforts to eliminate or remedy the Force Majeure. This section will not apply to excuse a failure to make any payment when due.

**15. Reselling** The Customer shall not resell, distribute, or share the service, with or without fees, to any individual, party, or entity, unless specifically authorized in writing by EH!tel.

**16. Indemnity** Except to the extent of EH!tel 's gross negligence or willful misconduct, and to the fullest extent permitted by law, Customer hereby agrees to indemnify hold harmless, protect, and defend EH!tel and EH!tel 's directors, officers, agents, employees, representatives and contractors from and against any and all claims, causes of action, liabilities, losses, costs, damages, whether foreseeable or unforeseeable, arising out of or related to any act, omission or neglect, installation, or arising from or related to the Customer's use of or activities through use of the services. The indemnity in this section shall survive the termination Agreement.

## 17. Miscellaneous.

- 17.1 Notices** All approvals, requests, authorizations, directions or other communications under this Agreement, with the exception of maintenance notifications and those explicitly referred to otherwise in this Agreement, will be given in writing to the party's address for such party and will be deemed to have been delivered and given for all purposes (i) on the delivery date, if delivered personally; (ii) one business day after deposit with a commercial overnight carrier, with written verification of receipt, if sent by courier; (iii) upon completion of transmission, if sent via facsimile with a confirmation of successful transmission; and (iv) upon personal acknowledgement by the recipient, if sent by email.
- 17.2 Conflict** For the purposes of resolving any conflict within the Agreement, and subject to Section the order of priority of interpretation to resolve any direct conflict or contradiction of relevant terms and conditions in this Agreement shall, from highest to lowest be as follows: (i) Highest – the General Terms and Conditions of Service; (ii) any applicable Service Order Form; and (iii) appendices to the Agreement.
- 17.3 Compliance with Laws** The Customer, at Customer's cost, shall fully comply with all applicable laws, regulations, rules and ordinances pertaining to Customer's use of EH!tel 's services. Customer shall also comply with all reasonable rules and regulations established from time to time by EH!tel for the provisioning of the services.
- 17.4 Assignment** The Customer may not assign this Agreement or any of its rights or obligations or the license hereunder, without the prior written consent of EH!tel. EH!tel may assign its rights and obligations under this Agreement without the Customer's consent.
- 17.5 No Waiver** No failure or delay in enforcing any right or exercising any remedy will be deemed a waiver of any right or remedy.
- 17.6 Severability and Reformation** If any portion of this Agreement is determined to be or becomes unenforceable or illegal, such portion will be reformed to the minimum extent necessary in order for this Agreement to remain in effect in accordance with its terms as modified by such reformation.
- 17.7 Remedies not Exclusive** The remedies available to the parties under this Agreement are cumulative and not exclusive to each other, and any such remedy will not be deemed or construed to affect any right which either of the parties is entitled to seek at law, in equity or by statute.
- 17.8 Relationship** The relationship of EH!tel to Customer will be that of an independent contractor or service provider, and neither EH!tel nor any employee of EH!tel will be deemed to be an agent or employee of Customer.
- 17.9 Choice of Law and Attornment** This Agreement shall be governed by and construed in accordance with the laws of the Province of Ontario and the federal laws of Canada applicable therein (without regard to conflict of laws provisions and excluding the United Nations Convention on Contracts for the International Sale of Goods). Subject to the dispute resolution provisions set out herein, the Superior Courts of Ontario and all courts of appeal therefrom shall have exclusive jurisdiction to consider and determine all disputes, litigation, and claims, both at law and in equity that may arise in any connection with this Agreement
- 17.10 Further Assurances** Each of the parties will promptly execute and deliver to the other at each party's own expense such further documents and assurances and take such further actions as the other may from time to time request in order to more effectively carry out the intent and purpose of this Agreement and to establish and protect the rights, interests and remedies intended to be created in favour of the other.
- 17.11 Liens and Encumbrances** The Customer will not have the power, authority or right to create and will not permit any lien or encumbrance, including without limitation, tax liens, mechanics' liens, builders liens or other licenses or encumbrances with respect to work performed, in connection with the Equipment and installation. The Customer shall

not permit any mechanics', materialmen's, or other liens to be filed against the Equipment and installation. The Customer further covenants and agrees that any lien filed against the Equipment, for work claimed to have been done for, or materials claimed to have been furnished to the Customer, will be discharged by the Customer, by bond or otherwise, within fifteen (15) days after the filing thereof, at the sole cost and expense of Customer. EH!tel shall have the right at all reasonable times to post and keep posted on the Customer's premise any notices which it deems necessary for protection from such liens. If any such liens are filed and not released within that fifteen (15) day period, EH!tel may, without waiving its rights and remedies based on that breach by the Customer, and without releasing the Customer from any of its obligations, cause such liens to be released by any means it shall deem proper, including payment in satisfaction of the claim giving rise to such liens.

**17.12 Language** This Agreement and all related documents have been drawn up in English at the mutual request of the parties hereto.



## APPENDIX A – FTTP INSTALLATION TERMS

1. **Contractor** Installations, repairs, and locates are subcontracted to FibreXpress Network Builders Ltd, and/or its agents or representatives. The Customer accepts the applicable terms of this Agreement to be extended to FibreXpress Network Builders Ltd., or any other contractor authorized by EH!tel.
2. **Leased or Rented Properties** The Customer represents and warrants that they are authorized to execute all aspects of this Agreement, or when applicable, obtained additional signatures from and made a party to this Agreement all controlling parties, be it individuals, lease holders, mortgage holders, partners, shareholders, landlords, that have legal rights to approve this Agreement.
3. **Project Cancellation** EH!tel reserves the right to cancel any applicable Project Segment at its sole discretion on 30 days' notice to Customer. EH!tel will notify the Customer 30 days in advance of its intent to cancel any applicable Project Segment. And, if a remedy can not be reached at 30 days, EH!tel will notify the Customer of the cancellation. If EH!tel is unable to complete the installation by December 31<sup>st</sup> of the year following the Calendar year this Agreement is accepted, the Agreement becomes null and void, unless both the Customer and EH!tel agree to extend the Agreement through an Addendum.
4. **Installation Options**
  - 4.1 **Project Installation** Installation of *Fibre to the Premise and Service* within a designated Project area and within the Project time-frame is the most cost effective. The Customer will accommodate two Time Slots presented to the Customer by EH!tel at EH!tel's sole discretion. The first Time Slot is for the Drop Installation, the second Time Slot is for the Service Installation.
  - 4.2 **Post Project Installation** Installation of *Fibre to the Home and Service* post project will require EH!tel engineering for evaluation to determine applicable fees and surcharges. A Post Project Installation will require two Time Slots.
  - 4.3 **Non Project Installation** Installation of *Fibre to the Home and Service* for Non Project Premise, will require EH!tel engineering for evaluation to determine applicable fees and surcharges. EH!tel may at its own discretion refuse to proceed with a Non Project Installation. A Non Project installation will require two Time Slots.
  - 4.4 **Customized Installation** Installation of *Fibre to the Home and Services* requiring a Custom Package. These may consist of dedicated fibre connection and can provision speeds up to 10Gbps.
  - 4.5 **Password Protection and Security** While EH!tel does its utmost to maintain privacy and integrity of the system within the industry standards and practices, EH!tel will not be responsible for any corrupted data, files, viruses and theft of the customer's personal information. It is the sole responsibility of the customer to safeguard their system through appropriate means. Any detriment caused to EH!tel as a result of the customer's failure to properly secure their system may result in cancellation and/or liability for damages to EH!tel's system.
5. **Locates**.

- 5.1 The Customer acknowledges and permits reasonable unobstructed access to and from the Customer's property to locate existing buried structure or services, for the purpose of installation, repair, or construction, upon reasonable request by EH!tel, customer, land owner, contractor, service provider, or any other agency.
- 5.2 At least 5 business days prior to installation, the Customer will disclose to EH!tel or its contractors, the location of privately owned buried structures and/or services (including but not limited to weeping beds, sprinkler systems, hydro outlets, tile drainage and catch basins, wells and water lines), Propane lines, that may be in the path of the fibre installation.
- 5.3 EH!tel and or its affiliates will call official locates for utilities and services for, Hydro, Natural Gas, Telecommunications, Water and Sewage.
- 5.4 The Customer and/or its authorized agents will notify EH!tel at least 5 business days prior to any type of activity, construction or installation, on the property or premise that requires breaking the ground in the vicinity of EH!tel 's service, lines (drops) or equipment. EH!tel will respond to the notification with a locate report within 5 business days, and if requested or required, mark the location of EH!tel 's service, lines or equipment with flags, paint, or stakes.

## **6. Installation and Limitations**

- 6.1 Drops over 200 meters from the Curb to the Premise, may be subject to a fee per meter, unless prior fees or fee exemptions have been approved by EH!tel.
- 6.2 Installation Pricing is based on the general standards outlined in the following paragraphs. The Customer has the option to customize installations which may be subject to a surcharge. To opt for a custom installation, the Customer must notify EH!tel at least 5 business days in advance of the installation at which time EH!tel will identify applicable surcharges to the Customer.
- 6.3 The Customer must disclose immediately any hazards, actual or potential, on, around or in the premise relevant to the installation, to EH!tel or its representatives. Hazards include and are not limited to; old wells, dogs, chemical storage, electrical. EH!tel installation technicians have the independent right to refuse the installations if there are any safety concerns with the installation, until such time the concern has been addressed.
- 6.4 At EH!tel's discretion, Drops are installed at the Customer's property at a minimum depth of six (6) inches to a maximum depth of forty-eight (48) inches. Drops typically surface at the exterior wall of the premise (premise entry point), near the common entry point of existing services (hydro, telephone or cable). The Drop is protected at the surface point through a conduit at least twelve (12) inches above existing grade and six (6) inches below existing grade.
- 6.5 90 feet(30 metres) of Drop line is coiled and secured on the exterior wall of the premise, and will remain there until such time the Service is installed. This limits the Equipment that provide the Service to be installed within the premise to be no more than fifteen (90) feet (30 meters) from the premise entry point.
- 6.6 The Services are provided through the installation of an ONT and BBU.
- 6.7 The Customer or an authorized representative must be available for the scheduled installation to (i) address any installation concerns immediately to the installation technician; (ii) sign required documentation; and (iii) satisfy payment obligations.
- 6.8 The following defines a Standard Service Installation:
  - 6.8.1 A hole must be drilled through the exterior wall for the line to enter the premise. Sealant will be applied in the hole once the line is installed. It is the Customer's responsibility to periodically inspect and re-apply sealant if required. EH!tel will not be liable for damage caused by deterioration of the sealant.
  - 6.8.2 The Equipment is typically installed on a joist, wall or closet. EH!tel installation technicians will accommodate reasonable requests to alter the location of the Equipment. Complicated alterations are subject to a surcharge at EH!tel's

discretion. The Customer must identify potential concerns with the proposed location of the Equipment prior to the installation. Concerns may consist of but are not limited to interference with existing or planned premise modifications, high traffic areas, in reach of children or pets.

- 6.8.3 Non wireless options are supplied with up to twenty (20) feet(6) meters of indoor cable, and up to two (2) holes drilled through walls, ceiling or floor to connect the Customer's PC or router. Exceeding these limits may be subject to a surcharge for time and material..
- 6.8.4 EH!tel will not be liable for devaluation to the premise due to any part of the installation.
- 6.8.5 The demark points are the assigned ports on the ONT. Support is provided to the demark points.

- 7. **Equipment and Drops** The Customer, at its own cost and expense, will protect, and keep in good order the Equipment and Drops installed on the premise. The Customer will ensure that neither the Customer nor its employees, agents, contractors or invitees damage any part of the Equipment and Drops located in or about the Premises, or interfere, or allow the equipment to constitute a hazard to or to interfere with, EH!tel 's Equipment and Drops. The Customer will not make any alterations to the Equipment and Drops without the prior written consent of EH!tel. All maintenance, repairs, or upgrades must be completed through EH!tel.
- 8. **Relocation of Equipment and Drops** At the Customer's request, EH!tel will relocate the Equipment to other space within the Premise, and/or move, re-install the underground Drops, based on time and material to be charged to the Customer. EH!tel will proceed with such request within 30 business days, season permitting.
- 9. **Periodic Inspections** EH!tel reserves the right (upon reasonable prior notice to the Customer) to make periodic inspections of any part of the Equipment and Drops. The Customer will have the right to have one or more of its employees or representatives present during any such inspection.
- 10. **Access and Entry** The customer hereby authorizes EH!tel and its agents to access its premises in order to complete the services herein contracted. This shall include, but not limited to, the initial installation, routine maintenance, any repairs and removal of equipment.
- 11. **Ownership of Equipment** The Equipment, and Drops installed on the property and/or premise are, and will remain the property of EH!tel, unless EH!tel has notified the Customer in writing that it has opted to abandon the equipment.
- 12. **Removal of Equipment** If the Customer defaults on the terms of this Agreement, or the term has expired without renewal, EH!tel has the right to (i) Remove and collect Equipment and/or Drops, or (ii) at EH!tel 's sole discretion, EH!tel may abandon equipment and/or the lines on the property and/or in the premise. Once removed or abandoned, re-activation or re-installation will be at the sole cost of the Customer.

## APPENDIX B – WIRELESS INSTALLATION TERMS

1. **Contractor.** All installations, repairs, and locates are subcontracted to 2197762 Ontario Limited (oa FibreXpress Network Builders), and/or its agents or representatives.
2. **Leased or Rented Properties.** The customer guarantees that they are authorized to execute all aspects of this Agreement, or when applicable, obtained additional signatures on this contract from all controlling parties, be it individuals, lease holders, mortgage holders, partners, shareholders, landlords, that have legal rights to approve this contract. The terms of this Agreement with the exception of the re-occurring monthly services are extended to these parties.
3. **Cancellation.** EH!tel reserves the right to cancel any Installation at its sole discretion. EH!tel will notify the Customer of the cancellation, and the Agreement will be null and void.
4. **Installation Options.**
  - 4.1 **BASIC** Basic Installation of ***Wireless Service*** is at **no charge** to the customer. The basic installation includes installation of EH!tel's SU and POE, up to a 100ft of outdoor rated Cat5 cable from the SU to POE, and up to 10ft indoor Cat5 cable from the POE to the Customer's equipment. Cat5 will be secured with clips to readily accessible surface for the technician. Any two of the following items are included with a basic installation:
    - 4.1.1 Satellite mount
    - 4.1.2 Wall mount
    - 4.1.3 Chimney mount
    - 4.1.4 Tripod with up to 10ft pole or 10ft pole in an existing structure such as a light duty tower.
  - 4.2 **BILLABLE** Installation of ***Wireless Service*** subject to a sur-charge consists of the requirement of any of the following items:
    - 4.2.1 Cat5 cable exceeding 100ft.
    - 4.2.2 Specific cable installation requests, such as through attics and finished walls and/or ceilings.
    - 4.2.3 Trenching of Cat5 cable.
    - 4.2.4 Modifications to an existing tower.
    - 4.2.5 Erection of a new tower.
    - 4.2.6 Any other specific requests that will incur significant effort for the installation technician.
    - 4.2.7 Sales and/or configuration of Equipment.
5. **Password Protection and Security.** While EH!tel does its utmost to maintain privacy and integrity of the system within the industry standards and practices, EH!tel will not be responsible for any corrupted data, files, viruses and theft of the Customer's personal information. It is the sole responsibility of the Customer to safeguard their system through appropriate means. Any detriment caused to EH!tel as a result of the Customer's failure to properly secure their system may result in cancellation and/or liability for damages to EH!tel's system.
6. **Trenching & Locates**
  - 6.1 The Customer acknowledges and permits reasonable unobstructed access to and from the Customer's property to locate existing buried structure or services, for the purpose of installation, repair, or construction, upon reasonable request by EH!tel, Customer, land owner, contractor, service provider, or any other agency.
  - 6.2 At least 5 business days prior to installation, the Customer will disclose to EH!tel or its contractors, the location of privately owned buried structures and/or services (including

but not limited to weeping beds, sprinkler systems, hydro outlets, tile drainage and catch basins, wells and water lines), that may be in the path of the fibre installation.

- 6.3 At least 5 business days prior to installation, the Customer will disclose to EH!tel or its contractors, providers of existing services to the premise including but not limited to telephone, cable, gas or propane, water and sewage, hydro.
- 6.4 EH!tel will not be held liable for any cable installed on or within the premise. The cable installed by EH!tel or its contractors are installed on behalf of the Customer. Any locates and/or repair costs are the sole responsibility of the Customer.

## 7. **Installation and Limitations**

- 7.1 The Customer must disclose immediately any hazards, actual or potential, on, around or in the premise relevant to the installation, to EH!tel or its representatives. Hazards include and are not limited to; old wells, dogs, chemical storage, electrical. EH!tel installation technicians have the independent right to refuse the installations if there are any safety concerns with the installation, until such time the concern has been addressed.
- 7.2 The Services are provided through the installation of an SU and POE. The demark point is the "Lan" or "Network" port of the POE.
- 7.3 The Customer or an authorized representative must be available for the scheduled installation to (i) address any installation concerns immediately to the installation technician; (ii) sign required documentation; and (iii) satisfy payment obligations.
- 7.4 A hole must be drilled through the exterior wall for the line to enter the premise. Sealant will be applied in the hole once the line is installed. It is the Customer's responsibility to periodically inspect and re-apply sealant if required. EH!tel will not be liable for damage caused by deterioration of the sealant.
- 7.5 EH!tel will not be liable for devaluation to the premise due to any part of the installation.

- 8. **Equipment** The Customer, at its own cost and expense, will protect, and keep in good order the Equipment installed on the premise. The Customer will ensure that neither the Customer nor its employees, agents, contractors or invitees damage any part of the Equipment located in or about the Premises, or interfere, or allow the equipment to constitute a hazard to or to interfere with, EH!tel 's Equipment. The Customer will not make any alterations to the Equipment without the prior written consent of EH!tel. All maintenance, repairs, or upgrades must be completed through EH!tel.

- 9. **Relocation of Equipment** At the Customer's request, EH!tel will relocate the Equipment to other space within the Premise, and/or move, re-install the Equipment, based on time and material to be charged to the Customer. EH!tel will proceed with such request within 10 business days.

- 10. **Periodic Inspections** EH!tel reserves the right (upon reasonable prior notice to the Customer) to make periodic inspections of any part of the Equipment. The Customer will have the right to have one or more of its employees or representatives present during any such inspection.

- 11. **Subrogation** EH!tel and Customer each hereby waive all rights of recovery against the other, the other's agents, employees, contractors, and representatives on account of loss and damage occasioned to such waiving party to the extent that that loss or damage, is actually covered (and paid) by insurance carried by either party. Each party shall cause each insurance policy carried by it pertaining to the Customer's Property, or Premises to provide that the insurance company acknowledges acceptance of the foregoing mutual waiver (i.e., waiver of subrogation) of claims under Section 21. Notwithstanding the foregoing, it is agreed that if any loss is because of the act, omission, negligence, or willful misconduct of the Customer or any of the Customer's employees, agents, representatives, or contractors, the Customer's General Liability insurance shall be primary and shall cover all losses and damages before any insurance carried by EH!tel.

12. **Access and Entry** The Customer hereby authorizes EH!tel and its agents to access its premises in order to complete the services herein contracted. This shall include, but not limited to, the initial installation, routine maintenance, any repairs and removal of equipment.
13. **Ownership of Equipment** The Equipment installed on the property and/or premise are, and will remain the property of EH!tel, unless EH!tel has notified the Customer in writing that it has opted to abandon the equipment.
14. **Removal of Equipment** If the Customer defaults on the terms of this Contract, or the term has expired without renewal, EH!tel has the right to (i) Remove and collect Equipment, or (ii) at EH!tel 's sole discretion, EH!tel may abandon equipment and/or the lines on the property and/or in the premise. Once removed or abandoned, re-activation or re-installation will be at the sole cost of the Customer.
15. **Security** As general and continuing security for payment, performance and satisfaction of each and every obligation, indebtedness and liability of the Customer to EH!tel (including interest thereon), wheresoever and howsoever incurred, and any ultimate unpaid balance thereof, (all of which obligations, indebtedness and liabilities are herein collectively called the "Obligations") the Customer hereby grants to EH!tel, by way of mortgage, charge, assignment and transfer, a security interest in all of the Equipment and all Proceeds (as defined in the PPSA) thereof and therefrom, renewals thereof, Accessions (as defined in the PPSA) thereto and substitutions therefore (all of which are herein collectively called the "Collateral"). EH!tel and the Customer have not agreed to postpone the time for attachment of the security interest granted hereby and the Customer and EH!tel intend that the security interest granted hereby shall attach to presently owned or held Collateral forthwith upon execution of this Contract and shall attach to hereafter acquired Collateral forthwith upon acquisition of any right, title and interest of the Customer in such Collateral. Upon default under this Contract, the security hereby constituted will immediately become enforceable. To enforce and realize on the security constituted hereunder EH!tel may take any action permitted by law or in equity, as it may deem expedient, and in particular, without limiting the generality of the foregoing, EH!tel may sell, lease or otherwise dispose of or concur in selling, leasing or otherwise disposing of all or any part of the Collateral, whether by public or private sale or lease or otherwise, in such manner, at such price as can be reasonably obtained therefore and on such terms as to credit and with such conditions of sale and stipulations as to title or conveyance or evidence of title or otherwise as to EH!tel may seem reasonable, provided that the Customer will not be entitled to be credited with the proceeds of any such sale, lease or other disposition until the monies therefor are actually received and further, but without limiting the generality of the foregoing, EH!tel may exercise all of the rights and remedies of a secured party under the *Personal Property Security Crown Proceeding Act* (Ontario) as amended from time to time, including any amendments thereto and any Act substituted therefor and amendments thereto. Subject to applicable law and the claims, if any, of the creditors of the Customer ranking in priority to the security constituted hereunder, all amounts realized from the disposition of the Collateral pursuant hereto will be applied as EH!tel, in its sole and absolute discretion, may direct, and any surplus will be paid to the Customer. The Customer hereby acknowledges receiving a copy of this Contract and hereby waives all rights to receive from EH!tel a copy of any financing statement, financing change statement or verification statement filed at any time or from time to time in respect of this Contract. The Customer hereby authorizes EH!tel to file such financing statements and other documents and do such acts, matters and things as EH!tel may deem appropriate to perfect and continue the security constituted hereby, to protect and preserve the Collateral and to realize upon the security constituted hereby and the Customer hereby irrevocably constitutes and appoints EH!tel the true and lawful attorney of the Customer, with full power of substitution, to do any of the foregoing in the name of the Customer whenever and wherever it may be deemed necessary or expedient by EH!tel.

## APPENDIX C - ACCEPTABLE USE POLICY (AUP)

This AUP applies to each Customer and its employees, agents, contractors or other users of such Customer who obtain Services from EH!tel (each such person being a "User"). All Users are required to comply with this AUP to enhance the quality of the Services and to protect EH!tel 's customers, and the Internet community as a whole, from illegal, irresponsible, or disruptive Internet activities. Each User should use common sense and good judgment in connection with the Services. The Customer agrees to use Bandwidth Services only for lawful purposes, in conjunction with all applicable law. Specific activities that are prohibited include, but are not limited to:

1. Users may not:
  - a. **Utilize the Services to send mass unsolicited e-mail to third parties.** Provided, however, that Users send unsolicited commercial e-mail so long as the User ensures that such transmissions comply with all applicable provincial, federal and international regulations, rules and laws, including, without limitation, the U.S. CAN-SPAM Act of 2003.
  - b. **Utilize the Services to be involved in the distribution of tools designed for the aiding of Unsolicited Bulk Email (UBE).**
  - c. **Utilize the Services in such a way that User becomes documented on a recognized SPAM abuse list or if the User has previously been denied access from another provider due to acceptable use policy violations.**
  - d. **Utilize the Services in connection with any illegal activity.** Without limiting the general application of this rule, Users may not:
    - i. Utilize the Services to copy material from third parties (including text, graphics, music, videos or other copyrightable material) without proper authorization;
    - ii. Utilize the Services to misappropriate or infringe the patents, copyrights, trademarks or other intellectual property rights of any third party;
    - iii. Utilize the Services to traffic in illegal drugs, illegal gambling, obscene materials or other any products or services that are prohibited under applicable law;
    - iv. Utilize the Services to export encryption software to points outside the United States in violation of applicable export control laws; or
    - v. Utilize the Services in any manner that violates applicable state, federal and international law.
  - e. **Utilize the Services in connection with any tortious or actionable activity.** Without limiting the general application of this rule, Users may not:
    - i. Utilize the Services to publish or disseminate information that (A) constitutes slander, libel or defamation, (B) publicizes the personal information or likeness of a person without that person's consent or (C) otherwise violates the privacy rights of any person.
    - ii. Utilize the Services to threaten persons with bodily harm, to make harassing or abusive statements or messages, or to solicit the performance of acts or services that are illegal under applicable law.
  - f. **Utilize the Services in connection with any other disruptive or abusive activity.** Without limiting the general application of this rule, Users may not:
    - i. Utilize the Services to cause denial of service attacks against EH!tel or other network hosts or internet users or to otherwise degrade or impair the operation of EH!tel 's servers and facilities or the servers and facilities of other network hosts or internet users;
    - ii. Utilize the Services to offer mail services, mail forwarding capabilities, POP accounts or autoresponders other than for the User's own account;
    - iii. Utilize the Services to resell access to CGI scripts installed on EH!tel 's servers;
    - iv. Utilize the Services to subvert, or assist others in subverting, the security or integrity of any EH!tel systems, facilities or equipment;
    - v. Utilize the Services to gain unauthorized access to the computer networks of EH!tel or any other person;

- vi. Utilize the Services to provide passwords or access codes to persons not authorized to receive such materials by the operator of the system requiring the password or access code;
- vii. Utilize the Services to (A) forge the signature or other identifying mark or code of any other person, (B) impersonate or assume the identity of any other person, or (C) engage in any other activity (including "spoofing") to attempt to deceive or mislead other persons regarding the true identity of the User (excluding the use of anonymous remailers or internet nicknames);
- viii. Utilize the Services to distribute or post any virus, worm, trojan horse, or computer code intended to disrupt services, destroy data, destroy or damage equipment, or disrupt the operation of the Services;
- ix. Utilize the Services to conduct port scans or other invasive procedures against any server (except any server for which the User is an authorized system administrator);
- x. Utilize the Services to distribute, advertise or promote software or services that have the primary purpose of encouraging or facilitating unsolicited commercial e-mail or spam;
- xi. Utilize the Services to solicit or collect, or distribute, advertise or promote, e-mail address lists for the purpose of encouraging or facilitating unsolicited commercial e-mail or spam;
- xii. Post messages, run scripts or run software programs that consume excessive CPU time or storage space;
- xiii. Utilize the Services in any manner that might subject EH!tel to unfavorable regulatory action, subject EH!tel to any liability for any reason, or adversely affect EH!tel 's public image, reputation or goodwill, including, without limitation, sending or distributing sexually explicit, hateful, vulgar, racially, ethnically or otherwise objectionable materials as determined by EH!tel in its sole discretion; or
- xiv. Utilize the Services in any other manner to interrupt or interfere with the internet usage of other persons.

## 2. Violations

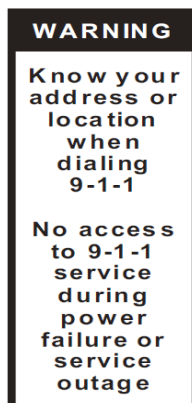
- a. **Disclaimer and Assumption of Risk.** Notwithstanding this AUP, Users of the internet (including the Services) make such use at their own risk, acknowledging that there are known and unanticipated risks associated with internet use, some of which could result in physical, emotional or psychological injury or even death, or damage to individuals, to property, or to third parties. Such risks cannot be eliminated without jeopardizing the essential qualities of use of the internet. These risks include, among other things: credit card theft, identity theft, fraud, solicitation, stalking, invasion of privacy, unwanted receipt of offensive or obscene material, trespass to chattels or denial of service attacks. EH!tel expressly disclaims any obligation to monitor it's Customers and other Users with respect to violations of this Policy. EH!tel has no liability or responsibility for the actions of any of its Customers or other Users or any content any User may post on any web site. Users voluntarily engage in the activity of internet use and bear the risks associated with that activity.
  - b. **Reporting Non-Copyright Violations** EH!tel encourages Users to report violations of this policy by e-mail to: [complaints@ehtel.ca](mailto:complaints@ehtel.ca) , including in any such report the name of the offending domain (for example, xyz.com), the IP address and the type of abuse (for example, spam, illegal acts, harassment, etc.) in the "subject" field of the e-mail.
3. **Reservation of Rights.** EH!tel reserves the right to involve and cooperate with appropriate legal authorities in investigations of claims of illegal activity involving EH!tel 's Services, Customers and other Users. EH!tel reserves all other rights to respond to violations of this AUP to the extent of applicable law and in accordance with any applicable contractual obligations. EH!tel may utilize technical means to monitor communications into, and out of, its network facilities to prevent the introduction of viruses or other hostile code, to prevent intrusions and otherwise to enforce this Policy and each Customer agrees that EH!tel is authorized to monitor its communications through EH!tel 's network for such purposes.



4. Indemnification. User(s) will indemnify, defend, and hold harmless EH!tel, its affiliates, subsidiaries, officers, agents and employees from any and all claims, damages or lawsuits of any kind (including reasonable attorney fees) arising out of the User's use of the Services and negligent or illegal acts of User(s), its employees or agents, including, but not limited to, claims, damages or lawsuits arising out the use of those services.

## APPENDIX D - PHONE TERMS AND CONDITIONS

1. **Technology** EH!tel phone services are digital, using VoIP technology (“Phone Services”). All long distance, and telephone numbers remain property of EH!tel or its providers. The Customer will use the Phone Services only for “voice”. No modem connection will be allowed. Fax calls are not supported by our technical support services.
2. **VoIP** VoIP are non-tariffed and utilize the broadband connection (Internet) for voice calls. VoIP phones are subject to CRTC (Canadian Radio and Television Commission) regulations. Customer acknowledges and will comply with the following:
  - 2.1 EH!tel uses E911 (Enhanced 9-1-1) and will register the Customer’s civic address (location of the Equipment) with Enhanced 911 services upon activation. The Customer is responsible for keeping its civic address information up to date through contacting EH!tel customer support.
  - 2.2 The Customer will assure that all potential users are aware of the 911 operating differences.
  - 2.3 Customer will affix the enclosed decals (see below) to telephones connected to any Phone Service. Decals will be provided at the time of Service Installation and Customer can order more by contacting EH!tel customer services. Customer shall: (i) affix the decals in a prominent location on each phone; (ii) ensure that they remain legible; and (iii) immediately replace worn or displaced decals.



- 2.4 9-1-1 is provided subject to availability, as some communities in Canada do not offer 9-1-1 services. In this case, call the required local emergency service directly, for example, the fire department.
3. **Limited Warranty** EH!tel does not warrant that the Services will be uninterrupted, error free or that the functions will meet the specific requirements of the Customer. EH!tel will not be liable for any damages incurred in connection with the use or inability to use the services.
4. **Fraudulent Use** The Customer is responsible for all charges for Services subscribed to, regardless of who used the Services. The Customer is solely responsible in the event of charges arising from the fraudulent use of Service and/or Equipment by a third party.
5. **Porting Numbers** Porting a number is moving an existing customer phone number from their current telephone provider to EH!tel. The Customer must sign a porting authorization form and return it to EH!tel along with a recent invoice from their telephone provider. The current provider may reject or approve the request. EH!tel is not responsible and/or liable for porting rejections. Porting may take up to two weeks. It is important the “date” of the move is adhered to. Failed porting places the number in limbo, and the customer may be unable to receive or make calls. EH!tel will not be liable for any interruptions, and/or lost calls involved with porting a number.

## APPENDIX E - BANDWIDTH TERMS AND CONDITIONS

1. **Bandwidth Services** EH!tel will provide to the Customer the internet connectivity, IP addresses and internet traffic services (collectively, the “**Bandwidth Services**”), as specified in the service table (as amended by the parties from time to time). EH!tel will provide Bandwidth Services in accordance with this Agreement, including the Service Level Agreement contained herein. The Customer will comply (and will cause its users to comply as if those users were the Customer) with the Acceptable Use Policy (as amended by EH!tel from time to time) contained herein. EH!tel will have the right, but not the obligation, without prior notice, to monitor online conduct and communications patterns, in order to verify compliance with this Agreement and applicable law. The security for transmissions made using the Bandwidth Services is the responsibility of the Customer. The Customer’s sole remedy for any interruption of Bandwidth Services will be to receive refunds in accordance with the Service Level Agreement. The Customer agrees to defend, indemnify and hold harmless the Indemnities, from any and all liabilities, costs and expenses, including reasonable legal fees, related to or arising from any action or claim by a third party against the Indemnities asserting an intellectual property right violation or any other third party claims which concern the Customer’s (or its clients’) use of the Bandwidth Services (including without limitation transmission of any message, information, software or other materials, or service interruptions).
2. **Traffic Billing** When applicable, traffic will be captured during the month of service, and billed in the following month.
3. **No Liability for Content** The Internet is a largely unregulated medium, and therefore, some content, products or services offered on the Internet or through the Service (collectively referred to as “**Content**”) may be offensive to you or may not comply with application laws. You agree to be solely responsible for access to and/or use of all Content and the Internet

**Installation & Service Agreement**  
**Fibre to the Premise**

Please check the boxes below:

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

I have read and understood the General Terms and Conditions of Service

I have read and understood Appendix A – FTTP Installation Terms

I have read and understood Appendix B – Wireless Installation Terms

I have read and understood Appendix C – Acceptable Use Policy

I have read and understood Appendix D – Phone Terms and Conditions

I have read and understood Appendix E – Bandwidth Terms and Conditions

**By signing below, I, the Customer, acknowledge that I have read, understand and accept the General Terms and Conditions of Service and appendices specified above and agree to receive the Services and pay the Recurring Monthly Fees, Installation Fees and Other Fees as in an applicable Service Order Form.**

\_\_\_\_\_  
Name (Customer)

\_\_\_\_\_  
Signature (Customer)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Service Address (fire #, road, city, PC)

\_\_\_\_\_  
Phone

\_\_\_\_\_  
Billing Address if Different

### Service Order Form

<b>Chosen Package:</b>	
<b>Services provided as part of Package:</b>	
<b>Initial Term:</b>	
<b>Monthly Recurring Fees:</b>	
<b>Other Fees (Recurring):</b>	
<b>Monthly Discounts/Promotions:</b>	
<b>Installation Fees:</b>	
<b>Other Fees (One-Time):</b>	
<b>One-time Discounts/Promotions</b>	
<b>Early Cancellation Fee</b>	Twenty five percent (25%) of the Monthly Recurring Fees multiplied by the number of months remaining in the Term.

**\*All fees are subject to 13% HST.**

Please check the box below:  
**I agree to receive the Services and pay the Recurring Monthly Fees, Installation Fees and Other Fees contained herein.**

Name (Customer)	Signature (Customer)	Date
-----------------	----------------------	------

Service Address (fire #, road, city, PC)	Phone
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Billing Address if Different



## SERVICE LEVEL AGREEMENT (SLA)

- Support Level** EH!tel uses a three digit code separated by a period to define Support Levels. The first digit defines phone support. The Second digit defines restoration times and applicable credits. The third digit defines response times in the event a technician must be dispatched.

Support Levels				
Phone	Restoration	Onsite	During business hours	After business hours & weekends
1.	X.	X	24/7 Live Support / Immediate call back on missed calls.	24/7 Live Support / Immediate call back on missed calls.
2.	X.	X	Live Support / Immediate call back on missed calls.	Live Support or within 2hrs return call from voicemail.
3.	X.	X	Live Support when available / return call within 2 hrs	Return call from voicemail within 2 hrs of the next business day.
4.	X.	X	Live Support when available / return call from voicemail within 1 business day	return call from voicemail next business day
X.	1.	X	SLA - Monitored Host / 1 day credit per outage over 1 hour per month up to 50% of total monthly service fee.	SLA - Monitored Host / 1 day credit per outage over 1 hour per month up to 50% of total monthly service fee.
X.	2.	X	SLA - Monitored Host / 1 day credit per outage over 4 hour per month up to 50% of total monthly service fee.	SLA - Monitored Host / 1 day credit per outage over 4 hour per month up to 50% of total monthly service fee.
X.	3.	X	SLA - 1 day credit per outage over 1 day per month up to 50% of total monthly service fee.	SLA - 1 day credit per outage over 1 day per month up to 50% of total monthly service fee.
X.	4.	X	SLA - 1 day credit per outage over 1 business day per month initiating upon notification up to 50% of total monthly service fee.	SLA - 1 day credit per outage over 1 business day per month initiating upon notification up to 50% of total monthly service fee.
X.	5.	X	SLA - 1 day credit per outage over 3 business day per month initiating upon notification up to 50% of total monthly service fee.	SLA - 1 day credit per outage over 3 business day per month initiating upon notification up to 50% of total monthly service fee.
X.	6.	X	SLA - Best Effort	SLA - Best Effort
X.	X.	1.	onsite within 4 hours of diagnosis	onsite within 4 hours of diagnosis
X.	X.	2.	onsite within 12 hours of diagnosis	onsite within 12 hours of diagnosis
X.	X.	3.	onsite next business day of diagnosis	onsite next business day of diagnosis
X.	X.	4.	onsite within 3 business days of diagnosis	onsite within 3 business days of diagnosis

- Outages:** An outage is initiated from the date and time the Customer notifies EH!tel, and EH!tel has confirmed the Customer connection is unreachable.
- Outage Credits:** Outage credits are not issued if it is determined the cause was a result of tampering of the ONT or BBU, damage to a line due to excavation on the premise, an issue past the demarcation point (ONT ports) or extended power outage. Acceptable outage credits will be applied to the Customer's account and reflect in the next scheduled invoice.

4. **Scheduled Outages:** Scheduled outages for maintenance are not eligible for credits. EH!tel will notify scheduled maintenance via email to the designated support email provided by the Customer. If a support email is not provided, no notification may be provided. When reasonably possible, EH!tel will provide twelve (12) hours notice for scheduled maintenance.
5. **Business Hours:** For the purpose of the Service Level Agreement, business hours are defined as 9am to 5pm Monday to Friday with the exception of statutory Holidays.