

FPUAnet Communications Guaranteed Broadband Internet Access (GBI) Service Agreement

1. GENERAL

(A) Introduction

FPUAnet Communications services are provided by the FPUAnet Communications division of Fort Pierce Utilities Authority (“FPUA”), Ft. Pierce, Florida, USA and the terms, FPUA, and FPUAnet are service marks that may be used interchangeably in this Agreement. By using this service (the “Service”) or by establishing an account, “you,” the customer, agree to be bound by this agreement (the “Agreement”) and to use the Service in compliance with this Agreement; the Acceptable Use Policy; all other applicable user policies (collectively “Terms of Service”) available on the World Wide Web at <http://www.fpuanet.com/policies.html>; as well as online or hard copy Sales Order(s) (if any) by which you ordered your Service; and any other related documents signed by you. Special notes printed in the Sales Order prior to execution by both parties shall supersede the corresponding language of this agreement. Unless otherwise specified, this Service alone does not include maintenance of your network, but such services may be available separately, either as separate line items or on separate, additional Sales Order(s). FPUA may update this Agreement from time to time, and will publish the current version on the above website. FPUA will also announce such revisions by email to a list it maintains for this purpose. You are responsible for submitting your email address to this list on the www.fpuanet.com website, and for updating your email address if it changes. Agreement updates are effective 30 days after their publish dates. If you do not agree to any future revisions of this Agreement, and you have a current Sales Order, you may notify FPUA in writing within 30 days after the notice of revision. If you have thus notified FPUA and have a current Sales Order that has been executed prior to the revision date, the revision to which you have reported objection will not apply for the duration of the current term of your Sales Order. In the absence of your notification under a current Sales Order, your continued use of this Service following the posting of any revisions to this Agreement constitutes your acceptance of those revisions.

(B) Definitions

FPUA’s “Network” shall refer to the linked communications system created by the installation of the fiber optic cables, other cables, wired and wireless devices owned, leased or otherwise contracted for use by FPUA.

“Demarcation” shall refer to the point of connection between the connector, switch, or other device at the edge of FPUA’s Network and the mating connector of the Customer’s network, as defined in the Sales Order.

“Guaranteed Broadband Internet Access” (GBI) Service provides high quality Internet access with guaranteed bandwidth and reliability, for commercial and general use, on the FPUAnet Network, which is operated seven (7) days per week, twenty-four (24) hours per day. FPUAnet GBI service is not a common-carrier telecommunications service. The location and specifications of a GBI are defined in the Sales Order.

2. SERVICES

- (A) In consideration for the payments to be made by you, pursuant to the terms of each Sales Order and this Agreement, the Service Provider (“FPUAnet”), will provide for your use the Service.
- (B) FPUA and its contracted providers shall install and maintain all portions of its Network up to each Demarcation Point. FPUA shall give you at least 10 business days’ notice prior to the date of any scheduled, non-emergency work on the Network that may affect the Service.
- (C) Except as modified in the Sales Order, you will provide FPUA with ingress and egress to your premises from the public right of way, as needed, for the extension of FPUA’s Network to each exterior and interior connection and Demarcation Point. You will be responsible for all costs associated with any building modifications or conduit installation from the right of way or on your premises. If requested by FPUA, you must provide access to FPUA or its designate to allow inspection of your attached or wireless equipment, to insure their compatibility with the Network and to verify usage of Network resources. Whether or not the premises are owned by you, you shall obtain all necessary approvals, including easements where applicable from the owner which will allow FPUA to locate, install and maintain its equipment, including 24/7 access for emergencies, and to remove its equipment, cable and wire in the event of your default of any of the provisions of this Agreement or after the termination of the Service or this Agreement. FPUA retains the right to leave and use any of its equipment, cable and wire in place beyond Service termination, until FPUA decides to remove part or all of it.
- (D) Any unscheduled outage of the Service will require FPUA to perform emergency repairs. You agree to report the outage on the website at www.fpuanet.com, whenever possible; otherwise by telephone to FPUA’s Network Support line. FPUA will remotely troubleshoot and, if necessary, dispatch repair crew personnel for emergency dispatch 24 hours a day, seven days a week, and shall not be prohibited from contracting for the repair when deemed necessary. FPUA shall use reasonable best efforts to have its first maintenance person at the site requiring an emergency repair within four hours after the fault is identified and dispatch is deemed necessary. FPUA will attempt to restore the Service no later than six hours after the fault is identified. FPUA retains the right to charge you for time and materials expended, if you tamper with FPUA equipment, or report

system outages that are not faults of the Service, such as outages caused by your equipment.

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3. SERVICE LEVEL AGREEMENT (SLA)

The SLA for this service is contained in a separate document.

4. FPUA EQUIPMENT

(A) Equipment provided by FPUA (“the Equipment”) for the Service is owned by FPUA and is to be returned to FPUA upon termination of the Service, unless otherwise stated in the Sales Order.

(B) FPUA agrees to keep the Equipment in good repair for the duration of the Service. Except as modified in the Sales Order, you grant to FPUA and its agents three (3) rack units, or equivalent wall or shelf space at each Demarcation, electricity with proper grounding, and access to operate and service FPUA equipment.

(C) You will protect the Equipment and premises cabling, and be responsible for any damage to or loss of the Equipment and premises cabling, including the result of improper grounding, your abuse or negligence, and acts of God until it is returned to FPUA.

(D) This warranty is in lieu of all other warranties, express or implied, including but not limited to any implied warranties of merchantability or fitness for a particular purpose.

(E) You agree to return the Equipment within 7 days after termination of the Service, and to immediately pay the fair market value for any part of the Equipment not returned to FPUA within that 7-day period. Fair market value will be reasonably determined at FPUA’s sole discretion.

(F) If FPUA damages your premises (“the Premises”) during the Service installation or maintenance, FPUA will compensate the owner of the Premises for reasonable, actual and documented costs of necessary repair.

5. PAYMENT

(A) In consideration for the Service to be provided by FPUA, you shall pay fees to FPUA, including a monthly fee, in advance and in accordance with the Sales Order, or in the absence of a Sales Order, FPUA’s applicable fee schedule or price list. After the first three months of service, the monthly service rate will be adjusted each March, based on the percent Annual change in the CPI report, "U.S. All items, 1982-84=100 - CUUR0000SA0" available from USDOL Bureau of Labor Statistics (<http://data.bls.gov/cgi-bin/surveymost?bls>). FPUA reserves the right to change pricing at any time, except that your pricing is protected within the current

Term of your Sales Order. You shall also pay appropriate deposits and late payment fees in accordance with the then current security deposit, credit and collection policies of FPUA, and any sales tax, Communications Services tax, or any taxes or other fees required by applicable law. To the extent permitted by law, the parties agree to make all reasonable efforts to cooperate and to provide assistance to one another in an attempt to obtain all available exemptions from any taxes to which any party may be subject as a result of entering into this Agreement.

- (B)** Payment shall be due in accordance with your Sales Order and monthly billing. Three payment options are available in accordance with FPUA resolutions:
- i. Include Communication Services charges on your monthly paper invoice. This option is available at no extra charge if you receive a paper invoice for electric, water, wastewater, gas or other FPUA utilities.
 - ii. Automatic bank draft using FPUA's EZPay service. There is no extra charge for this option, which is available to all utility customers of FPUA. EZPay authorizes FPUA to make automatic monthly charges each calendar month against your bank account. This authorization shall be cancelable by you via written notice to FPUA, delivered either by email, facsimile transmission or United States Mail (First Class, postage prepaid). To sign up, go to FPUA's Payment Options page at <http://www.fpu.com/Home/BillingAndPayments/BillPaymentOptions.aspx>.
 - iii. Automatic credit card payments. FPUA reserves the right to pass on to you a third party "convenience fee", if any, for credit card payments. For current details, go to the Online Services page at: <http://www.fpu.com/Home/BillingAndPayments/BillPaymentOptions.aspx>.

6. TERM OF AGREEMENT

- (A)** Your Initial Term of Agreement is one hundred twenty (120) months, unless otherwise stated in the Sales Order. At the end of the Service Term of Agreement, the Service and Agreement will continue on a month-to-month basis until terminated with at least 30 days notice by either party, or renewed by written agreement of both parties, unless otherwise stated on the Sales Order.
- (B)** If FPUA materially defaults in performance of any duty or obligation imposed by this Agreement, you may terminate this Agreement after giving written notice to FPUA specifying the existence and nature of the default, and giving FPUA thirty (30) days from the effective date of the notice to cure the default. Events of material default by FPUA shall include, but are not limited to, failure to perform its duties hereunder three or more times within any calendar month. If you terminate this Agreement for such fault of FPUA, in accordance with this paragraph, you will

not be obligated to pay any monthly Service charges, beyond the month in which you terminate, for the balance of the Term of Agreement.

- (C) FPUA may suspend or terminate the Service upon no less than thirty (30) days prior notice, and Service suspension under this section shall not release you from your monthly payments or other obligations for the remainder of your Service Term of Agreement, upon (i) your failure to pay any amounts invoiced hereunder within thirty (30) days after the date of the invoice; or (ii) your failure or refusal to cure any breach of this Agreement (other than as mentioned above) within thirty (30) days after notice of such breach has been given by FPUA to you. If such failure, which caused FPUA to give notice of suspension or termination, is cured by you within the time periods provided for in this paragraph, such notice shall not be effective and this Agreement shall continue in full force and effect.
- (D) If you terminate the Service prior to the completion of the full Term of Agreement, you agree to pay FPUA, within 7 days, all of the balance on your account, the fair market value of any Equipment not returned, as described in section 4 of this agreement, and 50% of the monthly Service charges for the balance of the Term of Agreement.
- (E) If you cancel a Service prior to Service activation, you agree to pay FPUA for the first month's Service, the Installation/Set-up fee, and any additional costs incurred by FPUA in preparation for activating the Service. These additional costs may, for example, include engineering, provider services, permitting, cabling, and other labor and materials costs committed by FPUA.

7. INFORMATION SECURITY

- (A) This Service DOES NOT include storage or backup services for your data. FPUA shall have no responsibility for your failure to backup, or loss of any of your data. You are responsible for providing any archival history services with respect to your data, whether created by you or a third party. Service transports data through optical and electrical communications cables and network nodes, some of which may utilize signal splitters in secured locations for non-invasive test ports.
- (B) FPUAnet Internet Access Services use Address Resolution Protocol (ARP) inspection of connections to the FPUAnet public, fiber-optic network. This proactive and preventive measure helps to protect your information resources as well as our network infrastructure. This means that all public IP and MAC address mappings must be registered with FPUAnet before use. If you require additional FPUAnet IP addresses, or add or replace edge devices, the IP and MAC addresses for those new devices must be registered with FPUAnet in order for those devices to communicate on our network. This includes any FPUAnet IP addresses that have been assigned to you, prior to being placed into service. To make any registration changes, please contact our Help Desk by phone at 772-466-1600, ext. 3911, between 8 am and 4 pm on regular weekdays. For

emergency, after-hours replacements, contact our 24/7 Dispatch desk at 772-466-1600, ext. 6209. This registration requirement applies to Internet services only, such as DIA and WBI Services.

(C) Each Sales Order with its attachments contains sensitive Proprietary Confidential Business Information, is exempt from public records disclosure in accordance with Florida Statutes 688, 202, and 364, and Customer agrees to exercise due care to keep it confidential, subject to current law.

8. DISCLAIMER OF WARRANTIES

FPUA exercises no control whatsoever over the content, accuracy or quality of the information passing through its Network or any products ordered by you via its Network. The information or products obtained by you through the Service are provided "as is" without any warranties whatsoever, expressed or implied.

9. LIMITATION OF LIABILITY

In no event shall either party be liable to the other for any consequential or special damages arising out of or in relation to this Agreement or the Service, including, but not limited to, damages incurred by you resulting from loss of data due to delays, non-deliveries, mis-deliveries or interruptions in Service, regardless of the cause.

10. FORCE MAJEURE

Neither party shall be considered in default of its obligations hereunder if performance of such obligations is prevented or delayed by acts of God, government, hackers, vandals, war, civil disorder, or by riots, Denial of Service attacks, labor disputes, weather, failure or delay of transportation or third-party providers, or such other causes as are beyond such party's reasonable control.

11. ASSIGNMENT

No party to this Agreement may assign its rights or delegate its duties hereunder, in whole or in part, without the prior, written consent of the other party.

12. CONSTRUCTION

Any word in this Agreement shall be read either as singular or plural, and as either masculine, feminine, or neuter gender, as the context may require. Captions are included for convenience only, and shall not be construed to limit, expand, or otherwise modify the text of this Agreement in any manner. Each party assumes equal responsibility for the drafting of this Agreement and this Agreement shall not be construed more strongly against one party or the other on the basis of which party drafted or prepared it or any portion of it.

13. NOTICES

Any notice permitted or required by this Agreement shall be in writing and shall be either delivered in person; mailed by United States Mail, certified with return receipt requested and all postage prepaid; delivered by Federal Express, UPS or other widely recognized overnight courier services; or delivered by facsimile or electronic transmission with confirmation of receipt. Notice sent by certified mail shall be effective on the third business day following postmark, whether or not actually received, if properly addressed with postage prepaid. Notice delivered in person shall be effective upon delivery. Notice sent by overnight courier service, properly addressed with all charges prepaid, shall be effective at 5:00 PM on the next business day following placement of the notice in the hands of the courier service for delivery. Notice sent by facsimile or electronic transmission, properly addressed, shall be effective at 5:00 PM on the next business day following confirmation of receipt. Address to:

Fort Pierce Utilities Authority
FPUAnet Communications Division
206 South 6th Street
Fort Pierce, FL 34950

14. GOVERNING LAW

This Agreement shall be construed under the laws of Florida, and as applicable, of the United States of America. Venue for any action or proceeding arising out of this Agreement shall be in Florida.

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