

EARTH NETWORKS, INC.
MAINTENANCE RIDER

If maintenance is included with the goods or services as reflected on the Order Form, the provisions of this Rider express the obligations of Earth Networks and the Customer with respect to such maintenance.

MAINTENANCE

As long as a maintenance agreement is in force, and all applicable fees paid, Earth Networks shall perform the following maintenance activities, subject to the terms and conditions expressed herein.

- Earth Networks will assign a technician to the Customer location for scheduling. Please be advised that it may take up to 4 weeks for this visit to be completed.
- The technician will need access to the areas where both the outdoor and indoor equipment are installed.
- During a maintenance visit, the technician will troubleshoot the reported issue to identify the solution. Once the issue is determined, the technician will inform the customer of the cause and what is required to make the system operational again.
- Upon completion of the work, the technician will perform a test of the equipment to ensure everything is in working order.
- The customer will then be presented with a work order for signature to show the work has been completed in a satisfactory manner.
- Maintenance covers all parts, labor and replacement/repair of hardware during the warranty period of 2 years. Following the expiration of the warranty period, labor is included but parts are not. Replacement parts must be purchased by customer at then current prices. Earth Networks reserves the right to substitute parts of like kind and quality. Maintenance does not cover the relocation of hardware.
- If non-standard equipment (e.g. a lift) is required to access hardware, Customer agrees to either supply such equipment or cover the rental expense

Customer Obligations. Customer agrees to maintain the equipment in a workmanlike manner, but in no way less than the standards to which Customer maintains other similar assets in the prudent management of its assets and properties, so as to ensure that the equipment is fit for its intended use and is in good working order, condition and repair, ordinary wear and tear expected.

Customer agrees that, prior to scheduling any maintenance visit, Customer will consult with Earth Networks technical support by phone, to determine whether it is possible to resolve any issues in that manner

Customer Initials

Earth Networks Initials