

EPB COMMERCIAL SMART NETWORK TERMS AND CONDITIONS

ACKNOWLEDGEMENT AND ACCEPTANCE OF TERMS OF SERVICE

The Electric Power Board of Chattanooga ("EPB") offers Commercial Smart Network services to commercial customers that purchase EPB Fiber Optics commercial Internet services. These Commercial Smart Network Terms and Conditions shall apply to a Customer that purchases Commercial Smart Network services and any equipment that is owned and provided by EPB in connection with the Commercial Smart Network services. These Commercial Smart Network Terms and Conditions are supplemental to EPB's Agreement for Commercial Fiber Optics Services. In the event of a conflict between these Commercial Smart Network Terms and Conditions and EPB's Agreement for Commercial Fiber Optics Services, then EPB's Agreement for Commercial Fiber Optics Services shall prevail. Capitalized terms used in these Commercial Smart Network Terms and Conditions shall have the same meaning as provided for in EPB's Agreement for Commercial Fiber Optics Services.

Commercial Smart Network services are offered on a month-to-month basis. A Customer may terminate the Commercial Smart Network services at any time by providing EPB thirty (30) days' prior notice of termination, subject to the payment of all outstanding amounts due for the Commercial Smart Network services and the return of all EPB Equipment used to provide the Commercial Smart Network services. EPB may invoice for the full replacement cost of any EPB Equipment that is not returned after thirty (30) days of termination, as requested by EPB, or if the returned EPB Equipment has been damaged or destroyed. Commercial Smart Network services will automatically terminate when the Customer's commercial Internet services are terminated. Commercial Smart Network services are only for indoor WiFi use.

DESCRIPTION OF COMMERCIAL SMART NETWORK SERVICES

Equipment/Installation

- A wireless router will be provided and installed by EPB and will be placed in a mutually agreeable location with an attempt to achieve optimal wireless network coverage. Other equipment like a wireless extender or switch is not provided with this service.

EPB may install up to one wireless extender for an additional monthly charge.

- EPB will connect up to ten wireless devices on behalf of Customer to the wireless router. Wireless devices may include PCs, Laptops, smartphones, tablets, gaming consoles, and printers capable of wireless connections. The router may support up to 64 devices connected at one time and the Customer must connect these additional devices.
- EPB may configure basic web filtering controls on the wireless router and connect customer owned devices to the 4 GIG LAN ports.
- EPB may install one Internet wall outlet. Any additional wall outlets will be installed at EPB's then-current rates.

Antivirus Protection

- Install antivirus software. The limit on devices will be determined by the current antivirus protection provider. Antivirus software will not load if there are existing viruses.
- EPB will pass through any updates from its current antivirus protection provider and may change the antivirus protection provider at any time in its sole discretion.
- Set up virus scan frequency based on customer's preference.

Dedicated Technical Support

- 24/7/365 technical support
- Direct dial technical support number
- 100% local technical support

CUSTOMER'S RESPONSIBILITY TO BACKUP DATA FOR COMMERCIAL SMART NETWORK SERVICES

Some Commercial Smart Network services require EPB to have access to and configure Customer owned equipment and devices including, but not limited to, computers, tablets, and software. It is the Customers sole responsibility to backup any data, software, information, or other files stored on Customer's equipment and devices before EPB performs any Commercial Smart Network services. EPB shall not be liable under any circumstances for any loss, damages, alteration, or corruption of any hardware, data, software, information, files, or other equipment and devices owned by Customer as a result of Commercial Smart Network services.