THIS WIFI@HOME AGREEMENT if effective as of the date listed below between Foothills Communications and the party referenced below ("Customer").

I. Remote Management

Foothills WiFi@Home service will allow Foothills employees and representatives to remotely access the Foothills provided Gateway Device for the purpose of troubleshooting, configuration and preventative maintenance.

   a. Customer should not disable this access by making unauthorized configuration changes to the Gateway Device. A fee may be charged for restoration of the "certified" configuration.
   b. Foothills reserves the right to make any needed updates or configuration changes at any time to ensure the service is functioning correctly.

II. Technician Access

Foothills WiFi@Home allows Foothills technicians, either employees or contractors to access a hidden SSID on the Gateway Device for business use. An example would be for the technician to report in and check for additional tickets. This access is separate from the Home "LAN", the routers have been preconfigured to separate the Home "LAN" from the hidden network.

III. Hardware

Foothills will provide a router/device with WiFi hardware into the customer's location to be used for the service.

   a. This hardware is owned by Foothills for the entire duration of the service. Customer abuse may result in fees and or discontinuation of service.
   b. Foothills will provide a "free" replacement of the hardware if it is determined faulty by a technician/representative.
   c. As new technology becomes available Foothills will offer newer hardware that can be provided to the customer for a fee or if Foothills desires it may offer the upgrade "free" to the customer.

IV. Wireless Coverage

Foothills does not guarantee any certain amount of wireless coverage or range. Coverage is affected by many factors including:

   a. Wireless Interference
   b. Construction Materials
   c. Distance
   d. Customer Client Device receive sensitivity
   e. Customer Client Device antenna gain

V. Wireless Bandwidth

Foothills does not guarantee any amount of wireless bandwidth throughput. Bandwidth is affected by many factors including:

   a. Wireless Interference
   b. Construction Materials
   c. Distance
   d. Customer Client Device receive sensitivity
   e. Customer Client Device antenna gain
   f. Client device technology supported, i.e. (802.11g, 802.11n, 802.11ac, etc...)

| Accepted By: | Office Use Only: |
|---|---|
| Date: | Account # |