

Schedule A

FIBER OPTIC INTERNET SERVICE

This annexed Schedule is an integral part of service Contract number: _____

Installation

The Technician, upon arrival, will perform an assessment of the work to be performed and provide an explanation of the proposed installation plan to the Member for his approval.

Further to this assessment, the Technician will inform the Member if a standard or non-standard installation is expected, as per his brief visual evaluation. This preliminary assessment cannot guarantee that circumstances will not arise that could affect the outcome of the installation.

If the installation is deemed non-standard, either by the condition of the premises or by the Member's specific needs, the Technician shall provide an estimate of additional costs (time and material). Non-standard installations can exceed same day installation.

Standard installation includes:

- Optical fiber, from street level to the premises, to a maximum distance of 200 meters following current wiring lines ;
- A fiber optic terminal box installed on the premises ;
- A hole pierced through the residence's shell near the terminal box ;
- An optical terminal indoors near the hole pierced, in a heated location, free of moisture and close to a 110v power outlet ;
- A category 5 network wire, installed on the outside walls of the premises, for a maximum distance of 25 feet ;
- Opening of Member's account ;
- Configuration of COOP's equipment ;
- Signal quality validation to the demarcation point (optical terminal).

The Member, as account holder, must be home for the technician's arrival window and for the duration of installation. If unable to be present, Member must notify the COOP in advance to authorize a representative to oversee installation and sign on his behalf.

Member must have installed, prior to the technician's arrival, his computer and/or his router in its location(s) of use.

COOP agrees to configure Member's router or computer access to the service during installation; this does not guarantee the proper functioning of the equipment and/or software belonging to the Member, which remains the Member's responsibility.

Internet service provided herein includes up to 6 email addresses.

Upon termination of the Contract, COOP will ensure Member's access to and content of @csur email addresses for thirty (30) days, after which, access and content will be deleted without further notice.

Member is responsible for termination of services from any previous service provider and remains liable at all times for all associated fees and costs, including any amounts due to previous service providers.

Exclusions

COOP does not install or plug in any equipment belonging to the Member; its responsibility is limited to testing the incoming signal and the proper functioning of the service. COOP is not responsible for any connection to, or operation of any portion of the Member's equipment.

Minimum equipment requirements

It is the Member's responsibility to possess, or to order from the COOP, all equipment necessary to access to internet; either a router, a computer or other mobile device.

Occasionally, minimum configuration requirements may change; in such cases, the Member must make the appropriate upgrades to its equipment and/or system(s). Failure to do so may terminate this Contract, as per the terms herein, including the Cancellation Form attached.

Member is responsible at all times for the use and compatibility of its equipment, software, services or any other materials not provided by COOP within this Contract. COOP declines all responsibility with respect to compatibility of any of the Member's equipment, software or property, its sole responsibility remains with equipment it provides.

Are specifically excluded from "Services" herein are any services or amenities that are not identified herein, as well as any support made necessary due to Member's use of said equipment or material that do not meet the minimum requirements for use of the service(s).

Network security

Member remains responsible for implementing physical constraints (i.e. firewall) and techniques (i.e. passwords) and monitoring same to prevent unauthorized internet access. These constraints and techniques shall include the protection of the IP address and its passwords. COOP shall not be held liable for corrupted files or viruses that could affect the use of the service. Furthermore, any damage caused to the COOP network as a result of the Member's failure to adequately secure its computer system may result in disconnection, suspension of services or termination of the Contract.

Prohibited

Member acknowledges that this Contract is strictly personal and further agrees not to redistribute, in whole or in part, internet bandwidth, including hosting a server or by allowing any type of shared access. Without limiting the foregoing, Member agrees to not use the service and the equipment provided for the operation of a business of providing internet services. Member shall not maintain or implement any other link with the COOP network.

Limited warranty

COOP, its directors, officers, employees, representatives, agents, or suppliers do not guarantee that data or files, either sent or received will not be corrupt, be intercepted, that they will be transmitted within a specific amount of time, that other users will not have access to the Member's computer equipment or that the content accessible by the service do not contain any virus or other harmful aspect or that they will not be stored in caches in various locations of transit on the internet.

Furthermore, COOP, its directors, officers, employees, representatives, agents or suppliers do not provide any guarantee of, and shall not be held liable for, confidentiality of the service(s).

Member agrees that COOP remains the owner of all IP addresses which he has attributed to the Member and that this address is only valid for use for the duration of this Contract. IP addresses can be changed at any time and without notice, at the option of the COOP or whenever the equipment is turned off for any reason. Member can reserve a fixed IP address for the duration of this Contract, at current rates. COOP shall not be held liable for any claims, damages, losses or expenses arising out of any change in IP address.

Pricing

All prices shown in the appended Work Order are subject to applicable taxes. In addition, all prices are subject to increase or decrease on the first day of March and September of each year. Member will be informed at least thirty (30) days prior to the implementation of new rates and fees.

In order to finance the cost of fiber optic services, an extra monthly fee of \$ 5 will be added to Members' invoice for a period of 42 subsequent months, if subscribed to optical fiber services.

Legal Provision

I declare having read and agreed to the terms of Schedule A – Fiber Optic Internet Service.



Initials