

(Bulk)

Owner Name and Billing/Legal Notice Addresses:	Operator Name and Legal Notice Addresses:
Heritage Springs Community Association, Inc.	Spectrum Sunshine State, LLC
Billing Office and Notice Address: HERITAGE COMMUNITY ASSOCIATION, INC.. 11345 Robert Trent Jones Parkway New Port Richey, FL 34655 Attn: Jody Clor Telephone: (727) 372-5411	All Notices Sent to Office at: 12405 Powerscourt Drive St. Louis, MO 63131 Attn: Legal Department – Operations All Notices Also Sent to Office at: 6398 South Fiddler's Green Circle, Sixth Floor Greenwood Village, CO 80111 Attn: Legal Department – MDU All Notices Also Sent to: DL-SCS-Legal@charter.com
All Notices Also Sent to (If applicable): 11345 Robert Trent Jones Parkway New Port Richey, FL. 34655 Attn: Jody Clor	

Property Information:	Owner's Property Management Company Information (if applicable):
Property Address: Heritage Springs Community Association, Inc 11345 Robert Trent Jones Parkway Trinity, FL 34655 Attn: Jody Clor Telephone: (727) 372-5411	Corporate Office Address: N/A
Property Type: SF Home	
Number of Units: 675	
On-Site Contact Name: Jody Clor	Contact Name: N/A
On-Site Telephone: (727) 372-5411	Contact Telephone: N/A
On-Site Email: generalmanager@heritagespringscommunity.com	Contact Email: N/A

1 **Term.** The Agreement will commence the Effective Date and may be terminated by either party at any time after the end of the Service Commitment Period by providing a Termination Notice (defined hereafter) (the "**Term**"). This Agreement will replace any prior and/or Existing Bulk contracts.

2 **Service Commitment Period.** The "**Service Commitment Period**" is 60 months and commences on the later of the following two dates: (a) the date that System installation or upgrading is complete (or the Effective Date if Operator currently serves the Property and no System modifications are required); or (b) If Owner is purchasing any Bulk Service under the Agreement, the date that Operator first begins billing Owner the full (undiscounted) Bulk Service Fee to all Units.

3 **Termination Notice.** In addition to any early termination rights contained elsewhere in the Agreement, either party may terminate the Agreement after the end of the Service Commitment Period by providing the other with a termination notice (the "**Termination Notice**"). The Termination Notice must provide at least 90 days advance notice of termination.

4 **Service Activation Date and Commencement of Billing.** Operator will begin providing and billing for Services (to Users for individually billed Services and/or to Owner for Services provided on a bulk-billed basis) on the Service Activation Date. The "Service Activation Date" is:

- no later than 120 days after the Effective Date.

5. **Special Terms.** The following special terms supplement and/or supersede, as the case may be and as the context requires, any contrary terms in the Attachments.

5.1 **Door Fee (One-Time) Payment.** \$300.00 per Unit. X 508 Units for a potential upfront total payment of \$152,400.00.

5.2 **Door Fee (upon receipt of Bulk Add) Payment.** \$300 per Unit, X 167 Units for a potential total of \$50,100.00. all address add must be submitted using the following address add link: <https://spectrum.my.site.com/external/site/certificate-of-occupancy?Idmid=87FB2A0F-237D-5349-F697-87FB2A0F237D&deliverName=ccSM-SCS-2024-Online-Customer-Inquiry-Form>

5.3 **Owner Remittance Address.** Operator shall send all payments to Owner to the following address: 11345 Robert Trent Jones Parkway Trinity, FL 34655 Attn: Heritage Springs Community Association, Inc.

5.4 **Bulk Service Fee.** The "Bulk Service Fee" The bulk billing shall commence with \$50.00 per Unit x 508 Units = \$25,400.00 per month (plus applicable taxes and fees) with \$50.00 x 167 Units = (\$8,350) to be added by 12/31/2025 for a maximum total monthly billing of 675 Units X \$50.00 = \$33,750.00 per month (plus applicable taxes and fees) for the Services provided on a bulk-billed basis as described below. Operator may increase the Bulk Service Fee by 3% each year beginning the later of the (a) January following the start of the Service Commitment Period, unless the Service Commitment Period starts on the Effective Date and the Effective Date occurs in October, November, or December, in which case Operator shall not increase the Bulk Service Fee until January of the following calendar year or (b) January, as further specified in the applicable Bulk Service Attachment(s).

5.5 **Bulk Video Service.** Owner is purchasing from Operator on a bulk-billed basis (a) the Service currently known as Spectrum TV® Select Plus, plus Entertainment View and Sports View and Cloud DVR Plus; and (b) the CPE, if any, listed in the Section below, if any (collectively, the "Bulk Video Service"). If providing Service in Five (5) common areas. The Bulk Video Service will be provided to the appropriately installed CPE provided by Operator. Upgrades to the Bulk Video Service, if available, will be provided per Operator's then-current terms and conditions. Concurrently with signing the Agreement, Owner shall provide Operator with a complete list of addresses of all Units to receive the Bulk Video Service. The channel line-up for the Bulk Video Service is available at <https://www.spectrum.com/bulk-channel-lineup> or the applicable successor URL.

5.6 **Bulk Video Service CPE.** The Bulk Service Fee includes the following Bulk Video Service CPE (if any is necessary to receive Bulk Video Services):

User Responsible

- Three Xumo Stream Box(es) with Cloud DVR or Two (2) HD Digital STB box(es) and One (1) HD DVR STB (DVR Service Enabled) Or 3 HD Non-DVR STB at User's request per Unit. User is required to self-install this CPE and is responsible for returning the CPE to Operator. Users may request CPE upgrades and/or professional CPE installation directly from Operator, and, if available, will be provided per Operator's then-current terms and conditions.

5.7 **Bulk Internet Service.** Owner is purchasing from Operator on a bulk-billed basis (a) the Service currently known as Advanced Community WiFi Gig (1 Gbps x 35 Mbps) ("Advanced Community WiFi" for the purposes of the Bulk Internet Services Attachment). [If providing Service in common areas then the following language applies] including Five (5) common areas at 1Gig Mbps x 35 Mbps; Plus the Managed Wi-Fi common Areas accounts whose speeds are 200 Mbps x 200 Mbps and (b) the CPE listed in the Section below, if any (collectively, the "Bulk Internet Service"). The Bulk Internet Service will be provided to the appropriately installed CPE provided by Operator. Upgrades to the Bulk Internet Service, if available, will be provided per Operator's then-current terms and conditions. Concurrently with signing the Agreement, Owner shall provide Operator with a complete list of addresses of all Units to receive the Bulk Internet Service.

5.8 **Bulk Internet Service CPE.** The Bulk Service Fee includes the following Bulk Internet Service CPE (if any is necessary to receive Bulk Internet Service):

User Responsible

- one modem and wireless router per Unit. User is required to self-install this CPE and is responsible for returning the CPE to Operator. Users may request CPE upgrades and/or professional CPE installation directly from Operator, and, if available, will be provided per Operator's then-current terms and conditions.

5.9 **Capital Investment by Operator.** Operator is making the following capital investment at the Property, which is subject to the Capital Investment Return Attachment \$12,209.16

6 **Attachments.** The following Attachments are incorporated into and made a part of the Agreement by this reference.

System Installation and Services Attachment
Internal Wiring (Owner Install or Upgrade) Attachment
Non-Exclusive Marketing Rights Attachment
Door Fee (One-Time) Payment Attachment
Bulk Video Attachment
Bulk Internet Attachment ACW
Capital Investment Return Attachment

7 **Signatures: Authority.** The individuals signing below represent to Owner and Operator that they are duly authorized to execute and deliver the Agreement on behalf of the entity for which they have signed. Electronic signatures or exact copies (such as facsimiles) of original signatures will have the same force and effect as original signatures.

OWNER

HERITAGE SPRINGS COMMUNITY ASSOCIATION, INC.


Signature
Cynthia G. Thompson
Printed Name
President
Title

OPERATOR

Spectrum Sunshine State, LLC

By: Charter Communications, Inc., its Manager

Signature
R. Lynn Dodson
Printed Name
VP, Spectrum Community Solutions
Title

Effective Date: _____

SYSTEM INSTALLATION AND SERVICES ATTACHMENT

1. **Certain Defined Terms.** When capitalized in the Agreement, the following terms have the following meanings:

"Association" means a resident-controlled owner's association for the Property, including a homeowners' association, condominium owners' association, etc.

"Authorized Representative" means any affiliate, employee, agent, contractor, or other authorized representative of the subject party.

"Claim" means any claim, dispute, controversy, demand, allegation, suit, action or proceeding.

"CPE" means customer premises equipment, including converters, receivers, set-top boxes, modems, routers, gateways, wireless access points, and other similar devices placed within a Unit.

"Demarcation Point" means (a) for Properties with buildings containing multiple dwelling Units (such as apartment complexes, condominiums, etc.), the minimum point of entry (MPOE) (generally, a single, centrally-located communications room containing the main distribution frame) and then extending through designated building pathways (conduit, risers, raceways, etc.) to the intermediate distribution frames (generally located in closets or similar enclosures or rooms, but not within Units) on each floor, to which Operator will extend its Equipment as necessary to provide Services to such Units; (b) for Properties with stand-alone Units (such as single family homes, garden-style apartments, townhomes, mobile homes, etc.), the distribution panel located on the exterior of each such Unit to which Operator will extend its Equipment as necessary to Services to such Units; and (c) for Properties where there are transient Units or no Units (such as RV Parks, marinas, etc.), to an agreed upon or existing termination point to which Operator will extend its Equipment as necessary to provide Services to such Units or outlets. The location of Demarcation Points may be further specified in the Plans.

"Equipment" means all conduit, wiring (such as fiber, coaxial cable, category of performance wiring, copper, etc.), hardware (such as wireless access points, gateways, switches, routers, amplifiers, etc.), software, facilities (such as building entrance facilities, vaults, above-ground enclosures, pedestals, lockboxes, etc.), equipment and all other network infrastructure installed, upgraded and/or used by Operator at the Property to provide the Services, but excluding the Internal Wiring and CPE.

"Force Majeure Event" means an event or condition beyond a party's reasonable control, including an act of God or government, failure or delay caused by utilities, suppliers or carriers, weather, war, riot, strike, work stoppages, insurrection, vandalism, cabling cuts by third parties, and loss of the right to use rights of way or frequencies, but excluding payment of monies due.

"Internal Wiring" means the wiring on the User side of the Demarcation Point that is or may be used by Operator to deliver Services, regardless of whether in use at any given time.

"IOT" means the Internet of Things, as such term is commonly understood in the telecommunications industry.

"Laws" means all applicable federal, state, and local statutes, rules, regulations, and ordinances, including the rules and regulations of the Federal Communications Commission, and any necessary federal, state and local permits, licenses and approvals.

"Liabilities" means any and all losses, damages, judgments, obligations, costs, assessments, deficiencies, expenses (including court costs and attorneys' fees), physical damage to tangible personal property, bodily injury, death and any other liabilities.

"Pathways" means all conduits, poles, moldings, risers, raceways, shafts and similar pathways and areas at the Property where the System is or will be installed.

"Plans" means the construction plan (which may be a design application, scope of work, construction responsibility matrix, etc., and in the case of new construction, a copy of which is attached hereto as Exhibit A) for installation of the System, or, where there are no such plans or the plans do not adequately address a specific requirement, Operator's then current installation methods. Operator owns all right, title and interest in and to the Plans, and the Plans are the confidential information of Operator.

"Section" means all of the text contained under a caption or reference heading preceded by a whole number (e.g., 10, 11, etc.) and includes all further text thereunder (e.g., 10.1, 10.2(a), 10.2(b), etc.).

"Services" means all services that Operator and its affiliates offer in the Service Area, including any Services provided on a bulk basis under an Attachment.

"Service Area" means the territory in which the Property is located for which Operator holds a then-current franchise or other legal authority to provide Services.

"Subscriber Terms" means any subscription agreement, terms and conditions of use, acceptable use policies, privacy policies, and other similar policies, in each case as established and modified by Operator in its sole discretion from time-to-time, without notice to Owner or Users, regarding the purchase and use of Services and made available to Users. The acceptable use policy portion of the Subscriber Terms applicable to Internet Services may be found at <https://www.spectrum.com/policies/residential-terms.html> or the applicable successor URL. The privacy policy portion of the Subscriber Terms applicable to the Internet Services may be found at <https://www.spectrum.com/policies/spectrum-customer-privacy-policy.html> or the applicable successor URL. The general terms of Service may be found at <https://www.spectrum.com/policies/residential-general-terms-and-conditions-of-service> or the applicable successor URL.

"System" means the Equipment and Internal Wiring.

"Unit" means a single dwelling unit, billing unit or outlet, common area (such as a clubhouse), lot, or boat berth, in each case to which Services are to be provided, as the case may be and as the context reasonably requires.

"User" means a Unit owner or occupant, Owner, Owner Authorized Representative, or other person at the Property, including temporary guests, who subscribe to or are permitted under the Agreement to receive Services.

2. Right of Access.

2.1 **Grant of Access.** Owner hereby grants to Operator and its Authorized Representatives a non-exclusive right of access across, under, over, within and through the Property (including within buildings and other improvements and the right to use all Pathways) to permit Operator to exercise its rights and fulfill its obligations under the Agreement ("**Right of Access**"), including the right, on an exclusive or nonexclusive basis as set forth in the Agreement, to (a) install, operate, use, maintain, repair, upgrade, replace and/or remove the System; and (b) offer, provide and market Services. This Right of Access commences on the Effective Date and automatically terminates concurrently with the Agreement, except that Operator shall have an additional 60-day period after the Term to access the Property to remove or dispose of the System as permitted by the Agreement.

2.2 **Use of Space and Pathways.** The Right of Access includes adequate space for Operator to install the System components that it is obligated to install under the Agreement, in locations mutually acceptable to Owner and Operator. Any Pathways where the System is to be located that are owned by Owner or a third party will, as between Owner and Operator, be owned by Owner, and Owner grants to Operator the nonexclusive right to access, use, and maintain the Pathways. If Owner is an association (such as a homeowners' association, condominium owners' association, etc.) or cooperative and only has the authority to provide Operator with access to the common areas of the Property, then this Right of Access automatically shall be limited to such common areas. If any Unit owner or occupant does not provide Operator with access to their Unit to install, maintain and operate the System, Operator shall have no obligation to perform any of its obligations under the Agreement with respect to such Unit (including providing Services).

2.3 **Other Terms.** Owner may be required to execute and have notarized a separate Memorandum of Agreement that includes additional Right of Access terms. Operator may record such Memorandum of Agreement at any time. In the event of any conflict or inconsistency between the terms of this Section and the separately signed Memorandum of Agreement, the terms of the Memorandum of Agreement govern and control. Owner may grant other rights of access to the Property, but will not allow such other grants to interfere with the Right of Access or Operator's use of the System. Operator shall have 24x7 access to the System to address emergency conditions (such as to correct a hazardous condition or general Service outage). Operator shall conduct all routine work

at the Property (such as installations, disconnections, routine maintenance, testing, etc.) during normal and reasonable working hours established by Owner for the Property. At either party's request, an Owner Authorized Representative will accompany Operator's Authorized Representatives while accessing the Property. Notwithstanding any contrary provision in the Agreement, if Laws require Owner to provide Operator with access to the Property for the provision of any Service, then (a) Operator shall continue to own and be permitted to access and use any System components as provided in the Agreement to provide Services to the Property; and (b) any System ownership and removal rights shall apply at such time as Laws no longer provide for Operator's access to the Property. Nothing in this Section shall operate as, or be construed to be, a waiver of any rights that Operator may have under any Laws, and all such rights are hereby reserved by Operator. The parties may use Authorized Representatives to perform obligations or exercise rights under this Agreement, but the parties will be responsible for the acts and omissions of their respective Authorized Representatives in the performance of such obligations and exercise of such rights.

3. **System Installation, Ownership, Use and Removal.**

3.1 **Property Inspection.** Operator may perform a site survey at the Property prior to System installation and/or activation of Services. Upon Operator's request, Owner shall provide Operator with all available maps, plats, as-builts and similar drawings of the Property showing improvements (including risers, raceways and similar pathways therein), utility locations, easements, rights of way and similar items affecting System installation. If Operator determines, in its sole discretion, that it would not be commercially sensible to install the System (due to technical issues, costs, Laws, etc.), then Operator will discuss such situation with Owner and, if the parties are unable to resolve such situation, then Operator may either terminate the Agreement upon notice to Owner or move forward with such installation notwithstanding such situation.

3.2 **Equipment Installation; Power.** Operator shall, at its sole cost, install the Equipment in a good and workmanlike manner and in accordance with accepted industry standards, Laws and the Plans. Operator shall perform its work at the Property in such a way as to reasonably minimize interference with the operation of the Property and the peaceful enjoyment of the Property by Users. As of the Effective Date, unless stated otherwise in the Plans, Owner is responsible, at its sole cost, for opening and closing all trenches where the System will be located, and Owner shall ensure that such trenches are sufficiently wide and deep to accommodate the Equipment and comply with Laws. If new trenching becomes necessary after the Effective Date in order for Operator to provide Service, Operator and Owner shall discuss in good faith and mutually agree upon responsibility for cost. Operator may connect to and use standard electric power sufficient to operate the System from the existing electrical sources located at the Property, and the cost of such power is included within the consideration provided to Owner under the Agreement.

3.3 **Relocation.** If Owner desires Operator to relocate any portion of the System, or do additional installation work not required by the Plans, then Owner shall reimburse Operator for all costs actually incurred by Operator (on a time and materials basis at Operator's then-current standard rates) in developing the requested plans and performing such additional work.

3.4 **Removal.** Upon termination of the Agreement and subject to the Right of Access, Operator may either remove the Equipment or leave the Equipment in place, in each case in whole or in part. If Operator fails to remove the Equipment within the time frame permitted by the Right of Access, then such Equipment shall be deemed abandoned in place and title thereto automatically shall vest in Owner without further action, cost or liability to either party. Any disposal of the Equipment by Owner shall be in compliance with Laws.

3.5 **Ownership, Maintenance and Use of Equipment.** Operator owns and has the exclusive right to access, operate, maintain, upgrade, replace and remove the Equipment. Except as specifically set forth otherwise in the Agreement, the Equipment shall at all times remain the personal property of Operator, and is not, and shall not be deemed to be, affixed to or a fixture of the Property. Operator retains the risk of damage to and loss of the Equipment, unless such damage or loss is caused by Owner or its Authorized Representatives, in which case Owner promptly shall reimburse Operator for its actual costs to repair or replace such damaged or lost Equipment. Owner shall not, and Owner shall not permit any third party to, access, move, use or interfere with the Equipment. Operator shall at all times keep the Equipment in good order, repair and condition, in compliance with Laws; provided that repeated

damage to the Equipment may result in a suspension or termination of Services instead of repair or replacement. Owner shall cooperate with Operator to safeguard any Equipment located within Units or other private or secured areas and assist Operator in removing and recovering such in-Unit Equipment.

3.6 CPE. Unless provided otherwise in an Attachment, Operator owns all CPE provided to Users and/or Owner and/or supplied to the Property. The type of CPE provided to Users shall be in Operator's sole discretion and subject to availability and change at any time without notice. If a User (which may include Owner) desires different or additional CPE, then, subject to Operator's policies, availability, and compatibility with any other Services being provided at the Property, such User must obtain such different or additional CPE directly from Operator under Operator's then-current terms and conditions. Users are responsible for any lost, stolen, damaged or unreturned CPE at Operator's then-current replacement charges, and are responsible for returning all CPE to Operator after termination of Services, unless Owner specifically is responsible for such CPE as set forth in the Property-Specific Terms or an Attachment, in which case Owner is responsible for the foregoing. CPE replacement may take up to 30 days. All CPE is provided on an "as-is basis" without warranty of any kind. Unless specified otherwise in the Property-Specific Terms, each User is responsible to order, pick up and self-install CPE or may, at such User's option, arrange directly with Operator to have Operator perform such installation at its then-current rates. Owner will use reasonable efforts to safeguard and return to Operator any CPE left by Users in vacated Units, the Property management office, or other areas of the Property.

3.7 Property Restoration. Operator shall, at its sole cost, repair and restore all portions of the Property damaged by Operator to its condition existing immediately prior to such damage, regardless of whether such damage occurred during installation, operation, maintenance, or removal activities.

3.8 Liens. Operator shall not allow any materialman's or mechanic's liens to attach to the Property in connection with Operator's construction of the System, provision of Services, or performance of the Agreement. Operator shall be responsible for the satisfaction or payment of any liens for any provider of work, labor, material or services claiming by, through or under Operator. Operator shall discharge any liens that are filed in connection with Operator's work within 30 days after receiving notice from Owner of such lien by bonding, payment or otherwise at Operator's sole cost; provided, that Operator may contest, in good faith and by appropriate proceedings, any such liens.

3.9 Internal Wiring Installation, Ownership, Use and Removal. Internal Wiring installation, ownership and use rights and obligations are set forth in the applicable Attachment for Internal Wiring. Subject to any continuing use rights in the Right of Access, at the end of the Term, Operator shall rely upon the applicable Attachment for Internal Wiring. Disposition of the ownership and control of the Internal Wiring after the lawful termination of Operator's rights to remain on the Property, shall be handled by the Parties in accordance with 47 CFR § 78.804, unless otherwise agreed upon by the Parties in writing.

4. System Protection and Interference.

4.1 System Protection. Once the System is installed, it may not be accessed, relocated, removed, disturbed, used or interfered with by Owner or any third party. Owner shall use commercially reasonable efforts to safeguard the System against damage and unauthorized use. If Owner becomes aware of any unauthorized use of the System or receipt of the Services, then Owner promptly shall notify Operator and cooperate with Operator to end the unauthorized use of the System or the receipt of Services.

4.2 System Interference. If there is any condition at the Property that interferes with Operator's use of the System or provision of Services, does not comply with technical specifications established by the FCC, including, but not limited, to signal leakage, or poses a risk to any person or damage to the System, Operator reserves the right to (a) discontinue the Services to the non-compliant Unit or, at Operator's sole discretion, to the Property, until such time as such interference is cured by Owner or User, as applicable, (b) terminate the Agreement upon notice to Owner or (c) take any other legal actions as Operator deems necessary. During any interference where Operator elects to continue providing Services, Operator's Services may be degraded due to the effects of such interference and any degraded Services will not be a breach of the Agreement.

5. **Services.**

5.1 **General Operator Obligations.** Owner grants to Operator the right to offer and provide Services at the Property, as may be further detailed in other Attachments. The terms and conditions under which Users purchase and Operator provides Services (including installations and billing) shall be pursuant to agreements entered into between Operator and such Users (which may include Owner under a separate Attachment). Operator will use commercially reasonable efforts to ensure that the Services are available to Users 24 hours per day, 7 days per week, excluding during scheduled maintenance, required repairs, and Force Majeure Events. Operator may, with or without notice and without breaching the Agreement, suspend, disconnect or refuse to provide Services or CPE to any person who (a) fails to execute or abide by Operator's Subscriber Terms; (b) uses the Services, System or CPE in violation of Laws; or (c) fails to provide Operator with the information required to establish and maintain a Service account or to receive CPE. If Operator reconnects such Users, then Operator may charge its then-current standard disconnection and reconnection fees to such User. Subject to Laws, Operator has the right to select and make changes to the programming comprising the video Services offered to persons located in the Service Area (including Users), or add to, discontinue or change the rates and Services or any features, technology or components available to the Property as Operator deems necessary or desirable in its sole discretion. Owner acknowledges that Operator uses certain programming and content owned or provided by third parties. Owner shall not make any Claims against Operator or its affiliates if certain programming or content is interrupted, discontinued or substituted. The rates Operator charges Users will be consistent with the residential rates Operator generally charges in the Service Area, as the same may change from time-to-time. The signal quality of the video Services will meet or exceed any applicable standards prescribed by the Federal Communications Commission. Owner shall not (i) enter into any bulk-billed, bulk-provision (regardless of whether for a fee), bulk or volume discount, or any other similar arrangement with any other provider at the Property for services similar to the Services; or (ii) except as specifically provided by the applicable Attachment (which may allow Owner to charge Users), sell, resell, or redistribute the Services or CPE to any third party (including a User), or permit any third party to do so.

5.2 **Owner Obligations Regarding User Access Suspension and Reactivation.** If Owner is specifically permitted to suspend/reactivate any User's access to Service Set Identifier(s) (SSIDs) used at a Property, then Owner shall be responsible for (a) educating itself about, and strictly complying with, all Laws related to suspending and reactivating such access; (b) providing prior written disclosure to all potentially affected Users, specifying the conditions and process for suspending and reactivating the access; and (c) providing prior notices to affected Users as required by Laws. Because any access suspension and reactivation is solely Owner's decision and action, Owner shall be liable Operator for any Claims or issues resulting from such actions, including loss of use of IOT devices or functionality. Notwithstanding any contrary provision in the Agreement, Owner may not be able to suspend access for any User that purchases additional Internet Services directly from Operator. Operator is entitled to, at any time and without notice or liability to Owner, reestablish access and/or Services and/or disable any features providing Owner the ability to suspend/reactivate User access.

5.3 **Privacy and Compliance with Subscriber Terms.** Operator treats private communications on or through its network or using any Internet service it provides as confidential and does not access, use or disclose the contents of private communications, except in limited circumstances and as permitted or required by Laws. Users are not authorized to use any Service without prior review and acceptance of the Subscriber Terms. If Operator advises Owner that there is no electronic "click-through" method that requires individual Users (including Owner) to read and accept the Subscriber Terms before using the applicable Service(s), and Operator provides written copies of the Subscriber Terms for Owner to distribute to Users, then Owner shall provide the Subscriber Terms in written form for each User to review and Owner shall obtain and maintain in its files each User's written acceptance thereof.

6 **Owner's Representations and Warranties.** Owner represents, warrants and covenants to Operator that (a) Owner is either (i) the sole legal and equitable owner in fee simple of the Property; or (ii) Owner holds a controlling interest in the Property, provided, however, that if Owner is an owner's association, this clause (a) does not apply; or (iii) Owner is the sole lessee of the Property for the duration of the Term; (b) Owner has the full power and authority to negotiate, execute, deliver and perform the Agreement and the legal authority to bind the legal owner(s) of and the holder of fee title to the Property and/or the Units to (or make the foregoing

parties subject to) the Agreement; (c) the legal description attached to the Right of Access is the complete, accurate, and current legal description for the Property; (d) neither Owner nor the Property is subject to or has been threatened with any bankruptcy proceeding, foreclosure action, deed-in-lieu-of-foreclosure transaction, litigation or Claims that could adversely affect Operator's rights under the Agreement; (e) Owner owns or has the right to grant to Operator the right to use all Pathways and System components not owned by Operator as contemplated by the Agreement; (f) Owner shall not rebroadcast or display the Services in a public place or use any part of the Services in connection with a "public performance" unless it has obtained the requisite licenses, consents, and authorizations (such as for music rights, rebroadcast rights, etc.) and paid the appropriate fees (such as license fees, music royalties, etc.); (g) Owner is not subject to, and during the Term shall not become subject to, any agreement or understanding with any third party that conflicts with the Agreement; and (h) as of the Effective Date, Owner is not required to obtain any additional consent or approval, to make any filing, or to provide any notices (including approval of Unit owners) in connection with entering into or performing the Agreement.

7. **Operator's Representation and Warranties.** Operator represents, warrants and covenants to Owner that (a) Operator has the full power and authority to negotiate, execute, deliver and perform the Agreement; (b) Operator is not subject to, and during the Term shall not become subject to, any agreement or understanding with any third party that conflicts with the Agreement; (c) Operator has all necessary approvals, consents and governmental authorizations, licenses and permits to provide the Services and shall comply with all Laws applicable to the System and provision of Services; and (d) Operator will maintain during the Term all required licenses, permits, and approvals necessary to permit Operator to operate the System and provide the Services.

8. **Indemnification.**

8.1 **From Operator.** Operator will defend, indemnify and hold harmless Owner and, as applicable, Owner's Authorized Representatives, from and against all Liabilities incurred by Owner and its Authorized Representatives that result from third-party Claims of (a) bodily injury or death; or (b) damage to tangible personal property (excluding software, data and other intellectual property rights) or real property; for each of the foregoing clauses (a) and (b) where such Claims are based on Operator's or Operator's Authorized Representatives' (i) negligence or willful misconduct while at the Property; (ii) breach of any representation or warranty made by Operator under the Agreement; (iii) violation of a third party's rights; or (iv) violation of Laws. The indemnity provisions of this paragraph shall not apply to the extent that any Liabilities are attributable to the negligence or intentional misconduct of Owner or its Authorized Representatives.

8.2 **From Owner.** Owner will defend, indemnify and hold harmless Operator and, as applicable, Operator's Authorized Representatives, from and against all Liabilities incurred by Operator and its Authorized Representatives that result from third-party (including Users or governmental authorities) Claims (a) of bodily injury or death; (b) of damage to tangible personal or real property; for each of the foregoing clauses (a) and (b) where such Claims are based on Owner's or Owner's Authorized Representatives' (i) negligence or willful misconduct while at the Property; (ii) breach of any representation or warranty made by Owner under the Agreement; (iii) violation of a third party's rights; or (iv) violation of Laws; (c) arising out of Owner's actions or inaction under Section 5.2 (Owner Obligations Regarding User Access Suspension and Reactivation); (d) any inability to use or failure of functionality of Users' IOT applications and devices connected to the System or data privacy or security across the System based on Owner or Owner's Authorized Representatives' negligence or intentional misconduct; or (f) that Users failed to comply with the Subscriber Terms and where Owner has breached Section 5.3 (Privacy and Compliance with Subscriber Terms). The indemnity provisions of clauses (a) and (b) of this paragraph shall not apply to the extent that any Liabilities are attributable to the negligence or intentional misconduct of Operator or its Authorized Representatives.

8.3 **Procedures.** A party seeking defense and indemnification under this Section ("Indemnitee") promptly shall (a) notify the other party ("Indemnitor") of any Claim for which it is requesting indemnification and tender the defense; and (b) provide all reasonably available facts, circumstances, documents and particulars of the Claim and reasonably assist where requested to enable Indemnitor to defend, settle, and indemnify for such Claim. Failure to promptly comply with the foregoing sentence shall not relieve Indemnitor of its obligations under this Section, except to the extent that such delay or failure materially and demonstrably prejudices Indemnitor's

ability to defend or settle such Claim and results in an increase in Liabilities in connection therewith. The Indemnitor, at its sole cost, shall promptly assume the defense and control of such Claim using counsel of its own choosing that is reasonably satisfactory to Indemnitee. Indemnitor promptly shall confirm in writing to Indemnitee that it has assumed the defense and control of the Claim in compliance with this Section. If Indemnitor fails to provide such notice to Indemnitee, then Indemnitee may proceed with defending or settling such Claim under the terms of this Section as if it were the Indemnitor, and it shall notify Indemnitor that it has done so. Indemnitor shall have sole control over such defense, investigation, and settlement negotiations, provided that Indemnitor shall not settle any Claim without first disclosing all terms of the settlement to Indemnitee and obtaining Indemnitee's prior approval. Indemnitee may withhold approval if the settlement does not provide Indemnitee with a full release regarding such Claim. If Indemnitor timely complies with its obligations under this Section, then Indemnitee shall be responsible for any attorneys' fees or other costs or expenses it incurs in connection with the Claim (such as its own costs of investigation, verification, review, tender, etc.).

9. **Default and Remedies.**

9.1 **Default.** The following shall constitute material breaches of the Agreement: (a) a party breaches or fails to meet or perform any material representation, warranty, covenant or other obligation contained in the Agreement and then fails to cure such matter within 30 days (or such other time period specified in the Agreement) after receiving notice from the non-breaching party that reasonably details the breach so as to permit the breaching party to pursue a cure, unless such breach is not reasonably curable within such period, in which case the breaching party shall not be deemed to be in breach so long as it has commenced a cure within such period and diligently pursues such cure to completion; (b) a party becomes insolvent or a debtor in a bankruptcy or similar action or proceeding; or (c) the Property becomes subject to foreclosure or similar action or proceeding. Notwithstanding any contrary provision in the Agreement, if a party is required to act pursuant to Laws prior to the required notice or cure period in this paragraph, then such party shall be entitled to act without being in breach of the Agreement.

9.2 **Remedies.** Except as specifically provided otherwise in the Agreement, and in addition to the other rights granted in the Agreement, the non-breaching party shall be entitled to seek all remedies available at law or in equity with respect to a breach of the Agreement by the breaching party (including injunctive relief and specific performance in cases where a breach is causing or would cause irreparable damage or where no adequate remedy at law is available), and such rights and remedies shall be cumulative. If the breaching party fails to cure a breach as provided in the Agreement, then the non-breaching party may, in addition to all other available remedies, terminate the Agreement upon notice to the breaching party. If Owner is obligated to pay for any Services under the Agreement and Owner defaults pursuant to this Section, then in addition to any other remedies available to Operator, Operator may, without further notice, suspend such Services until the default is cured or stop providing any or all of such Services to Owner and instead begin providing such Services directly to Users on an individually-billed basis during the remainder of the Term. Operator may also terminate the Agreement upon notice to Owner if the System has been damaged more than three times in any 12-month period due to vandalism, unauthorized access, or other activity not authorized by Operator.

9.3 **Termination Payment.** If the Agreement is (a) improperly terminated by Owner; (b) properly terminated by Operator as permitted by the Agreement; or (c) not honored by any assignee or successor of Owner (regardless of whether such assignee or successor acquires the Property by purchase, transfer, operation of Laws, or otherwise), then Owner shall pay to Operator, within 30 days after the date of Operator's invoice therefor, an amount equal to Operator's reasonably expected revenues for the remainder of the Term had the Agreement been fully performed by the parties until the earliest date of termination permitted by the Property-Specific Terms (the "**Termination Payment**"). Nothing in this Section affects ownership or disposition of the System. Provided that Operator timely receives the Termination Payment from Owner, the Agreement automatically shall terminate (if not already terminated) and the remedies provided for in this paragraph shall be Operator's sole remedy and Owner's sole liability for a termination of the Agreement covered by this paragraph. If another Attachment provides for a different Termination Payment, then such other Attachment shall apply instead of this paragraph.

9.4 **Competing For Owner's Business.** Owner hereby grants to Operator a right of first refusal to continue providing Services to the Property after the Term. Upon receipt of any proposal from another provider to provide any services similar to the Services, Owner

shall notify Operator and provide Operator with at least 45 days to submit a proposal pursuant to which Operator would offer such services on the same or more favorable terms. If Operator provides such a proposal, then Owner shall accept Operator's proposal and the parties shall negotiate an amendment to the Agreement containing such proposal terms. Owner's failure to comply with this Section shall constitute a material breach of the Agreement.

10. **Disclaimer of Warranties; Limitation of Liability; Assumed Risks.** EXCEPT AS OTHERWISE STATED IN THE AGREEMENT, OPERATOR MAKES NO WARRANTIES, EXPRESS OR IMPLIED, REGARDING THE SYSTEM, CPE, OR THE SERVICES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, OR NON-INFRINGEMENT, OR THAT THE SERVICES WILL BE UNINTERRUPTED OR ERROR FREE, AND ALL SUCH WARRANTIES ARE HEREBY DISCLAIMED BY OPERATOR AND WAIVED BY OWNER TO THE EXTENT NOT PROHIBITED BY LAWS. IN NO EVENT SHALL EITHER PARTY BE LIABLE FOR ANY INDIRECT, SPECIAL, EXEMPLARY, PUNITIVE, INCIDENTAL OR CONSEQUENTIAL DAMAGES, EVEN IF ADVISED OF THE POSSIBILITY THEREOF, INCLUDING DAMAGES BASED ON LOSS OF SERVICE OR RENT. FOR PURPOSES OF CLARITY, THE FIXED DAMAGES AND/OR PAYMENTS RELATING TO SPECIFIC SITUATIONS AS SET FORTH IN THE AGREEMENT DO NOT CONSTITUTE THE TYPES OF DAMAGES SET FORTH IN THE PRECEDING SENTENCE. THIS SECTION APPLIES NOTWITHSTANDING ANY CLAIM THAT IT DEPRIVES A PARTY OF AN ADEQUATE REMEDY OR CAUSES ANY REMEDY TO FAIL OF ITS ESSENTIAL PURPOSE.

THE PERFORMANCE OF INTERNET SERVICES MAY VARY FROM TIME TO TIME BASED ON OVERALL NETWORK USAGE, ENVIRONMENTAL CONDITIONS, DEVICE LIMITATIONS, AND OTHER FACTORS, AND NO MINIMUM TRANSMISSION SPEED, UP-TIME OR AVAILABILITY IS GUARANTEED AT ANY TIME; . OPERATOR WILL NOT BE LIABLE IN ANY WAY IN CONNECTION WITH ANY USE OF THE INTERNET SERVICES BY USERS, INCLUDING FEES INCURRED BY USERS FOR THIRD PARTY CONTENT, PRODUCTS OR SERVICES, OR CIRCUMSTANCES WHERE THE USE OR LOSS OF INTERNET SERVICES RESULTS IN CHARGES BY THIRD PARTIES, FILE OR DATA CORRUPTION OR LOSS, HARDWARE OR SOFTWARE DAMAGE OR LOSS (INCLUDING FROM VIRUSES AND OTHER MALEVOLENT ACTS OR THINGS), OPERATOR MAKES NO WARRANTY AS TO THE SECURITY OF USER COMMUNICATIONS VIA THE SYSTEM OR THE SERVICES, OR THAT THIRD PARTIES WILL NOT GAIN UNAUTHORIZED ACCESS TO OR MONITOR USER COMMUNICATIONS. OPERATOR MAKES NO WARRANTY THAT DATA OR FILES SENT BY OR TO USERS WILL BE TRANSMITTED IN A SECURE, ENCRYPTED OR UNCORRUPTED FORM OR WITHIN A REASONABLE PERIOD OF TIME.

OWNER HAS NOT RELIED ON OPERATOR FOR ANY PRIVACY OR SECURITY ADVICE, SECURITY MONITORING, SECURITY EVENT MITIGATION, OR THREAT IDENTIFICATION IN CONNECTION WITH THE INTERNET SERVICES OR USERS' IOT APPLICATIONS OR DEVICES, OR OTHER APPLICATIONS OR DEVICES (WHETHER BY USERS OR THIRD PARTIES), CONNECTED TO THE SYSTEM. OWNER IS RESPONSIBLE FOR ESTABLISHING AND MAINTAINING ITS OWN BACKUP SYSTEMS FOR REDUNDANCY TO ENSURE CONTINUOUS IOT DEVICE OPERATION. OWNER IS RESPONSIBLE FOR AND ASSUMES ALL LIABILITY OF ANY LOSS OF INFORMATION, SECURITY BREACHES OR INCIDENTS AND TRANSMISSION OF MALICIOUS THINGS OVER OR RELATED TO THE INTERNET SERVICES, USERS' IOT APPLICATIONS OR DEVICES AND ANY OTHER APPLICATIONS OR DEVICES CONNECTED TO THE SYSTEM.

11. **Confidentiality and Publicity.** Except as specifically allowed in the Agreement, and except for disclosures required by Laws, Owner and Operator will keep confidential and not disclose to any other person the terms, conditions and other information provided in connection with the performance of the Agreement except to financial, legal, and other advisors, and to prospective lenders or purchasers of the Property or System. **Notices.** Unless otherwise specified in the Agreement, all notices or other communications given in connection with the Agreement shall be in writing and shall be given by prepaid U.S. certified mail, return receipt requested, or nationally recognized overnight courier service to the applicable addresses set forth at the head of the Agreement or to any other address hereafter directed by a party in writing in compliance with this Section. If questioned, the party sending a notice shall have

the burden to prove receipt or rejection. Rejected notices sent to the most recent address provided by a party pursuant to this Section shall be deemed delivered.

- 12 **Assignment.** Except as specifically permitted below, neither party shall assign the Agreement without the prior consent of the other. Operator may perform any of its obligations under the Agreement using its Authorized Representatives, but Operator shall remain responsible for the performance of such Authorized Representatives. Operator shall not be obligated to provide remuneration of any kind (monetary, in-kind, etc.) to any Owner assignee until a fully-executed, written assumption agreement is provided to Operator.

12.1 **Affiliates; Business Change; Collateral.** Either party may assign the Agreement without notice to or consent from the other party to (a) any affiliate that is at least as capable as the assignor to perform its obligations under this Agreement during the Term; (b) any successor entity in the event of such party's transfer of all or substantially all of its assets or stock, merger, spin-off, consolidation, reorganization or other business combination; (c) a lender, as an assignment of collateral to secure credit extended to such party; or (d) in the case of Operator, to any entity that purchases Operator's assets used to provide Services in the Service Area.

12.2 **Sale of Property; Associations.** If Owner sells or otherwise transfers the Property, Owner shall (a) promptly provide Operator with the name, address, telephone, and contact name of the new owner of the Property, as well as a fully-executed copy of such purchaser's written agreement to assume the Agreement; and (b) make the assumption of the Agreement by the new owner of the Property a condition of any sale, transfer or assignment of the Property. If Owner is a developer of the Property, promptly upon the creation at any time of an Association, Owner shall assign all of its rights and delegate all of its duties under the Agreement to Association and shall cause Association to assume the Agreement and all of Owner's rights and obligations hereunder. Should Owner choose to sell the Property, Owner shall assign the Agreement to the purchaser. If the purchaser does not assume the Agreement, then Owner shall pay the Termination Payment in accordance with Section 9.3 (and/or all other remedies and applicable fees payable under any other Attachment, including without limitation, the ETF set forth in the Bulk Attachments, the Capital Investment amount pursuant to the Capital Investment Return Attachment, the Reimbursement of Up-Front Payment amount set forth in the Door Fee Payment Attachment and, if applicable, any insurance or indemnification Claims by Operator.) . Upon receipt of a written assumption agreement and if Owner is then current on all payments due to Operator, prior to the sale of the Property, Owner will be relieved of any further liability or obligations to Operator under the Agreement that are attributable to the period after Operator has received such written assumption.

13. **Force Majeure Events.** Notwithstanding any contrary provision in the Agreement, neither party shall be liable to the other or in breach of the Agreement for any delay or failure to perform under the Agreement if such delay or failure is the result, in whole or part, of any Force Majeure Event;. So long as the non-performing party diligently and continuously attempts to cure the non-performance caused by the Force Majeure Event, the Term and time for performance equitably shall be extended to account for the delay caused by the Force Majeure Event.

14. **Compliance with Laws; Governing Law; Waiver of Jury Trial.** The Agreement shall be subject to, and in the performance of their respective obligations under the Agreement the parties shall comply with, all Laws, and such compliance shall be deemed not to constitute a breach of the Agreement. Unless otherwise stated in the Agreement, nothing in the Agreement shall operate as a waiver of a party's rights under Laws. The Agreement shall be governed by the laws of the state in which the Property is located (the "State"), other than such Laws that would result in the application of the laws of a jurisdiction other than the State. The parties hereby submit to in-personam jurisdiction of the State and waive any objection to improper venue in the applicable federal and state courts located in the State. If Laws prohibit Owner from granting or Operator from obtaining any of the exclusive rights granted under the Agreement, then such rights automatically shall be deemed non-exclusive, but only to the extent and for so long as required by Laws. TO THE EXTENT NOT PROHIBITED BY LAWS, EACH PARTY IRREVOCABLY WAIVES ANY AND ALL RIGHT TO, AND SHALL NOT REQUEST, A TRIAL BY JURY WITH RESPECT TO ANY CLAIM BROUGHT BY A PARTY AGAINST THE OTHER REGARDING ANY MATTER ARISING OUT OF OR RELATED TO THE AGREEMENT.

- 15 **Severability.** If any provision of the Agreement is found under Laws to be unenforceable, unreasonable or overbroad, then (a) the parties desire that such provision be enforced to the maximum extent it is deemed to be reasonable and not overbroad; (b) the parties desire that such provision be modified so that it is enforceable as nearly as possible to the intent of the original provision; (c) thereafter, the parties shall cooperate in good faith to amend such provision so that it is enforceable and meets the intent of the original provision as nearly as possible; and (d) the remainder of the Agreement shall be unaffected and shall continue in full force.
- 16 **Scope of Agreement; Modifications; Waivers.** The Agreement constitutes the entire agreement between Owner and Operator with respect to, and supersedes all other agreements and discussions, regardless of whether written or oral or contained in a prior proposal, relating to, the subject matter contained herein. The Agreement can be modified or changed only by a written instrument signed by both parties. The Agreement constitutes an agreement solely among the parties hereto, and is not intended to and will not confer any rights, remedies, obligations or liabilities, legal or equitable, on any person (including any User) other than the parties hereto and their respective successors or assigns, or otherwise constitute any person (including any User) a third party beneficiary under or by reason of the Agreement. A party's waiver of enforcement of any of the terms or conditions of the Agreement will be effective against such party only if contained in a written instrument signed by an authorized representative of such party. The waiver of a party's breach of the Agreement or failure to perform any covenant, condition or obligation shall not constitute or be construed to be a waiver of any succeeding breach or failure. No course of dealing or performance between the parties, nor any delay in exercising any rights or remedies, shall operate as a waiver of any of the rights or remedies of a party. The relationship between Owner and Operator is that of independent contractors, and not one of principal and agent, joint venture or partnership. Individuals employed by each party are not employees of the other, and the employing party assumes full responsibility for the acts and omissions of its own employees acting in the course and scope of employment. Each party has and retains the right to exercise full control of and supervision over employment, direction, compensation, and discharge of its employees, including compliance with Social Security, withholdings, Workers' Compensation, unemployment, payroll taxes, and all other taxes and regulations governing such matters. Neither party shall have no right to enter into a contract or to bind the other.
- 17 **Taxes; IRS Form W-9.** Owner is solely responsible to pay all Taxes in connection with providing Operator with any space for the System, use of Internal Wiring, and/or receiving any form of compensation (monetary, in-kind, etc.) from Operator under the Agreement, except for Taxes based on Operator's income or business operations generally (e.g., employee withholdings, unemployment, social security, workers' compensation, etc.). "**Taxes**" means any taxes, assessments, fees, charges and other similar costs levied, assessed or imposed by any governmental authority with jurisdiction over a party, including personal property taxes, ad valorem, and real estate-related taxes. Owner shall provide a completed and signed IRS Form W-9 to Operator concurrently with its signature of the Agreement or Operator shall not be obligated to provide Owner with remuneration of any kind (monetary, in-kind, etc.) under the Agreement.
- 18 **Enforcement Costs.** If any proceeding is brought by a party to enforce or interpret any term or provision of the Agreement, then the prevailing party (that is, the party whose requested relief is closest to the relief finally obtained) in such proceeding will be entitled to recover, in addition to all other relief as set forth in the Agreement, that party's reasonable attorneys' and experts' fees and expenses.
- 19 **Rules of Construction.** For all purposes of the Agreement, except as otherwise specified elsewhere in the Agreement or unless the context clearly requires otherwise: (a) where the Agreement requires or contemplates, approval, acceptance, authorization, waiver, amendment, change or consent be given by a party, such actions shall be in writing and signed by an authorized signatory of such party, and shall not unreasonably be withheld, conditioned or delayed; (b) Section headings are for reference only and do not affect the interpretation of the Agreement; (c) the words "including," "included" and "includes" means inclusion without limitation; (d) references to "day(s)" means calendar day(s), and includes weekends and holidays, unless specifically stated otherwise (e.g., "business day(s)"); (e) if there are any conflicting or inconsistent terms among the Property-Specific Terms, the Subscriber Terms, and/or any Attachment, then the Property-Specific Terms shall control to the extent of such conflict or inconsistency, followed by the Subscriber Terms, but there is no order of precedence or governance among the Attachments (unless one Attachment specifically

states that it supersedes another Attachment in whole or in part), and all terms contained therein shall be given equal importance when construing the intent of the parties; and (f) because each party has had reasonable opportunity to review the Agreement with its own legal counsel, the rule of construction under which ambiguities are resolved against the drafting party shall not apply.

29. **Survival.** The following Sections shall survive any termination or expiration of this Agreement: 2 (Right of Access, for the periods specified in such Section); 3.4 (Removal); 3.5 (Ownership, Maintenance and Use of Equipment); 3.6 (CPE); 3.7 (Property Restoration), for a period of 30 days after the Right of Access expires; 5.3 (Privacy and Compliance with Subscriber Terms); 8 (Indemnification) for a period of 6 months); 10 (Disclaimer of Warranties; Limitation of Liability; Assumed Risks); 11 (Confidentiality and Publicity); 12 (Notices); 15 (Compliance with Laws; Governing Law; Waiver of Jury Trial; 16 (Severability); 17 (Scope of Agreement; Modifications; Waivers); 18 (Taxes); 19 (Enforcement Costs); 20 (Rules of Construction); and 21 (Survival).

Owner Initials

Operator Initials _____

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INTERNAL WIRING (OWNER INSTALL OR UPGRADE) ATTACHMENT

- 1 Installation. To the extent not already existing and operational, Owner shall, at its sole cost, furnish and install, or upgrade, the Internal Wiring and any Pathways to house the Internal Wiring in compliance with Laws (including Laws that apply to Operator's use of the Internal Wiring to deliver Services, such as signal leakage requirements) and the Plans, in consultation with Operator, and in compliance with any specifications provided by Operator to Owner in writing.
- 2 Operator inspection. If the Internal Wiring already is installed and operational, then Owner shall provide Operator with a reasonable opportunity to inspect and test the Internal Wiring prior to performing any of its obligations under the Agreement. If Owner is installing or upgrading the Internal Wiring, then Owner shall notify Operator when such installation or upgrading is complete and provide Operator with a reasonable opportunity to inspect and test the Internal Wiring. If Operator identifies any deficiencies in the Internal Wiring, then Operator shall notify Owner and Owner promptly shall correct such deficiencies to Operator's reasonable satisfaction and provide Operator the opportunity to again inspect and test the Internal Wiring, after which the process stated in this Section shall be repeated until Owner has corrected all deficiencies in the Internal Wiring. Operator shall not be obligated to provide any Services unless and until Operator (a) has inspected, tested and approved the Internal Wiring as meeting the installation or upgrade requirements of this Attachment; and (b) has been granted access to and use of the Internal Wiring to provide Services.
3. Ownership and Use. The Internal Wiring is a fixture of the Property and shall at all times remain the personal property of Owner. Owner hereby grants to Operator the exclusive right to access, use, maintain, repair, replace and upgrade the Internal Wiring during the Term. Owner shall not, and Owner shall not permit any third party to, access, move, use or interfere with the Internal Wiring. If Owner is an Association and is prohibited from granting Operator the exclusive right to use all of any part of the Internal Wiring, then such use right shall be non-exclusive and/or pursuant to use rights granted to Operator directly by Users. If the exclusive use rights granted to Operator in this Section become unenforceable under Laws, then such use rights automatically shall become non-exclusive for so long as and to the extent required by Laws, in which case Owner shall not authorize or permit any other provider, entity or person to concurrently use any portion of the Internal Wiring during any period that Operator is using such Internal Wiring to provide Services to a User.
- 4 Maintenance, Repair and Upgrading. Operator, at its sole cost, shall conduct routine maintenance and repairs of any Internal Wiring during any period that Operator is using such Internal Wiring to provide Services to a User. Operator is not obligated to replace or upgrade any Internal Wiring, but if Operator determines, in its sole discretion, that the replacement or upgrade of Internal Wiring is necessary to continue providing Services, and if Owner agrees in writing to pay 50% of Operator's costs of such replacement or upgrade, then Operator shall complete such replacement or upgrade and such replaced or upgraded Internal Wiring shall be subject to all of the terms of this Attachment. The foregoing sentence does not apply where Owner is an Association.

Owner Initials



Operator Initials

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NON-EXCLUSIVE MARKETING RIGHTS ATTACHMENT

1. General. Operator hereby appoints Owner as its non-exclusive marketing representative at the Property and Owner shall, subject to Laws, market the Services to the occupants and prospective occupants of the Property on a non-exclusive basis. Owner shall refer all inquiries regarding Services to Operator and provide Users and prospective Users with Operator contact information. Owner will direct all Users to report all maintenance or other problems with the Services directly to Operator and Owner will use reasonable efforts to notify Operator of any damages to the System or Service problems of which Owner becomes aware. Owner will ensure that all its vendors and their affiliates and representatives, including without limitation property management system vendors, smart technology vendors, leasing agents, move-in and move-out date coordinators, on-Property service providers that have direct contact with occupants or prospective occupants and may have influence over such persons' service choices (collectively, "Property Vendors"), each comply with Owner's marketing obligations under this Attachment.
2. Marketing by Operator. Owner hereby grants to Operator the non-exclusive right to conduct the following marketing and promotional activities for the Services: (a) marketing via digital means, including via text, email and portals; (b) marketing on-site at the Property by means of distribution of printed and digital advertising materials and Service information; and (c) contacts, demonstrations of Services, and direct sales presentations. Owner shall cooperate with Operator in all such promotions on a non-exclusive basis (including supplying, at Operator's request, current lists of the mailing addresses of Users and allowing, at Operator's request, the display of advertising materials in common areas of the Property and on-site promotional initiatives). Operator shall at all times conduct such promotional activities at reasonable times and in accordance with Laws. Owner shall use reasonable efforts to make available in the clubhouse or rental office or other similar location all current marketing publications pertaining to the Services, if such publications are provided by Operator. Upon Owners approval, Operator may market Services without Owner's assistance to Unit occupants directly, including on-site marketing campaigns related solely to the Services, lobby displays, distribution of marketing materials to mailboxes or display sales materials in the lobby of the Property; provided however, that any such on-site marketing campaigns shall be limited to the Services and shall be subject to the prior reasonable and timely approval of Owner (including approval of the locations of any marketing displays at the Property).
3. Marketing by Owner. Upon Owner's approval, Owner, Shall, and Owner shall cause its on-site Authorized Representatives and Property Vendors to, promote Operator's Services to Users on a non-exclusive basis. Operator, at its sole cost, shall provide Owner with sales support and materials for use in assisting occupants to order Services. Owner shall at a minimum perform the following promotional activities for Operator, using marketing materials provided by Operator at Operator's sole cost: (a) include Operator's marketing materials in "welcome", "move-in" and similar information packages that are distributed to new and prospective Unit occupants through Owner and/or its Authorized Representatives and/or Property Vendors; (b) display Operator's marketing materials in common areas of the buildings; (c) include Operator and a description of the Services in any general listings of goods and services available at the Property; (d) include Operator's marketing materials or information in communications to Users (e.g., building newsletters or emailed communications, online portals for Unit occupants, etc.); (e) permit Operator (if desired by Operator and at Operator's expense) to host on-site events to promote the Services, subject to Owner's reasonable approval as to frequency, time, format, location and activities; (f) if applicable, provide Operator with exposure and marketing on its and its Property Vendors' web-pages, applications (mobile, website and site-specific), community information channel, or any other Internet-accessible service ordering format for the Services, in a form, appearance, and content reasonably acceptable to Operator; and (g) any other marketing initiatives on which Owner and Operator desire to work collaboratively to promote the Services. Subject to Laws, Owner shall provide Operator with real-time updates of any change in Unit occupancy status, including new tenant/resident name, address and email address via the PMS (defined hereinafter) and, if not available via the PMS in real time, then by email as quickly as possible to the email address provided by Operator from time-to-time. Operator reserves the right, in its sole discretion, to accept or reject prospective Users solicited by Owner based on Operator's then-current policies and standards. Notwithstanding anything to the contrary herein, Owner, its on-site Authorized Representatives and Property Vendors will not promote Operator's Services with any marketing material that is not reviewed and approved by Operator.
4. Other Marketing. Owner shall not grant a competing provider more favorable marketing rights than those granted to Operator. Operator acknowledges that Owner and Property Vendors or other parties may also promote, market or solicit the services of other providers, some of which may be competitors of Operator. If Owner elects to promote or allow Property Vendors or other parties to promote the services of other providers in addition to Operator's Services, regardless of the services delivery method and regardless of whether such promotion, marketing or solicitation activities are conducted on-site or through other means (for example, whether by mail, email, facsimile, or telephone marketing campaigns, property-specific advertisements, promotions via applications and websites, etc.), then Owner shall provide Operator with equal or better marketing opportunities and exposure at the Property, including displaying Operator's marketing materials with at least equal prominence, duration and exposure as Owner provides or allows the provision of the marketing materials of other providers, providing door-to-door marketing opportunities, and providing access to Unit occupant information. Under no circumstances will either party disparage the Services, Property, System or business of the other.
5. No Intellectual Property License. Except for Owner's distribution of Operator-provided marketing materials at the Property and the limited licensee granted in this Attachment, nothing in the Agreement shall be deemed or construed to be a license or other grant of rights to use the other party's copyrighted materials, trademarks, service marks, trade names, logos, or other intellectual property or proprietary rights without the prior consent of such party.
6. Marks Limited License. All materials developed by a party, including advertisements, promotions, marketing materials and newsletters using the other's service marks, logos, trade names, trademarks, insignia and symbols ("Marks") or any reference thereto, shall be submitted to the other in advance for prepublication review and approval with respect to, but not limited to, context, style, content appearance, composition, timing and media. Each party shall properly acknowledge the other's ownership of its Marks in all materials. No party shall do business under any the other's Marks or derivatives or variations thereof, and neither party shall directly or indirectly hold itself out as having any relation to the other or its Authorized Representatives, except as specifically authorized in this Attachment. The Marks only may be used by to promote the Services during the Term.
7. Integration with Property Management System. Owner will direct the provider of its property management system ("PMS") to provide Operator with appropriate information from the PMS relating to Property occupants and prospective occupants solely to enable Operator to perform its obligations and rights under the Agreement. Such access will be pursuant to a mutually acceptable written agreement signed between Operator and such PMS vendor and will set forth the terms upon which Operator may interconnect with such PMS. If Owner utilizes a PMS vendor with which Operator does not have a pre-existing agreement to obtain such information, then Owner and Operator will work together to (a) secure authorization from the PMS vendor for Operator to receive information from the PMS for use as contemplated by this Section, and (b) establish disclosures and consents required under Laws from all persons for whom Owner provides any personally identifiable information to Operator so that Operator may, in compliance with Laws, use (including storing, accessing, and processing) such information as contemplated by this Section. Owner hereby represents, warrants and covenants to Operator that Owner has provided all disclosures and obtained and maintains all consents ("Contact Disclosures and Consents"), and at all times during the Term will timely provide and maintain all Contact Disclosures and Consents, required under Laws from all persons for whom Owner provides any personally identifiable information to Operator ("Contacts") so that Operator may, (i) in compliance with Laws, use (including storing, accessing, and processing) such Contact information, and (ii) exercise its rights under this Attachment, including sending text and/or email messages without Operator having to provide further disclosures or obtain further consents from such Contacts. Such Contact Disclosures and Consents shall be in compliance with Laws and maintained by Owner throughout the Term. Owner will defend, indemnify and hold harmless Operator for Owner's breach of this Section in accordance with the defense and indemnification provisions of the Agreement.

Owner Initials

Operator Initials

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Date

12-11-2021

Date

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DOOR FEE (ONE-TIME) PAYMENT ATTACHMENT

1. General Terms: In partial consideration for the rights granted by Owner to Operator under the Agreement, Operator shall pay to Owner a one-time payment as specified in the Property-Specific Terms ("Door Fee Payment") within 90 days after the Effective Date.
2. Reimbursement of Door Fee Payment: In addition to any other remedies available to Operator under the Agreement or pursuant to Laws, if Operator is denied any of its marketing rights, Internal Wiring rights, or Property or System access rights granted under the Agreement, regardless of whether caused by an uncured breach of the Agreement by Owner, inability to enforce such rights under Laws (such as due to subsequent legislation, litigation, administrative action, etc.), or otherwise, then Owner shall refund to Operator the following amount within 30 days of receipt of Operator's invoice therefor:

Reimbursement of Door Fee Payment = Door Fee Payment made by Operator, multiplied by the quotient of (A) the number of months left in the Service Commitment Period at the time the triggering event above occurs, divided by (B) the total number of months in the Service Commitment Period. Partial months are deemed to be whole months for purposes of this calculation.

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BULK VIDEO SERVICE ATTACHMENT

1. **Bulk Video Service.** Operator will activate and provide the Bulk Video Service specified in the Property-Specific Terms on a bulk-billed basis in accordance with this Attachment. Notwithstanding the foregoing, Operator shall not be required to provide the Bulk Video Service to any Unit until Owner has provided a complete and accurate list of addresses for each Unit that will receive the Bulk Video Service. Owner shall not take any action that would alter, modify or otherwise change the underlying signals comprising the Bulk Video Service. Users may order additional Services directly from Operator to the extent available and compatible with the Bulk Video Service and other Services being provided. Owner hereby authorizes Unit occupants to order (at their sole expense) and Operator to install, additional outlets in the individual dwelling Units of the Property. If Owner prohibits the installation of additional outlets, then Owner shall notify Unit occupants of such policy as part of their lease and property rules and regulations.
2. **Bulk Video Service CPE.** The Bulk Service Fee includes only the CPE specifically provided to Owner and Users under the Property-Specific Terms, and Owner and/or Users are responsible for all such specified CPE as provided in the Agreement.
3. **Bulk Service Fee.** The monthly Bulk Service Fee is set forth in the Property-Specific Terms and applies regardless of whether Units are occupied or the Bulk Video Service is used. Owner may charge Users an amenity fee for the Bulk Video Service. The Bulk Service Fee excludes, and Owner is responsible to pay, all applicable sales taxes, franchise fees, FCC regulatory fees, government license fees, copyright fees, any public educational and government (PEG) access fees, retransmission consent fees or costs, surcharges, rate increases imposed by programmers, any taxes, fees or assessments of general applicability imposed or assessed by any governmental authority, or other fees that Operator may lawfully pass through to Users and/or Owner. Operator shall have the right to increase the Bulk Service Fee by the amount set forth in the Property-Specific Terms. Bulk Service Fee increases may be cumulative if not taken in the previous year(s). If Operator's video programming costs materially increase (a) during any 12-month period starting on the Effective Date, or (b) during any 36-month period starting on the Effective Date, then upon notice to Owner which notice may not be given by Operator before three years from the Effective Date, Owner and Operator shall have 90 days to renegotiate a new Bulk Service Fee and rate increases for the remainder of the Term. If Operator and Owner are unable to reach such agreement, and Operator is unwilling to continue providing the Bulk Video Service at the then-current contract rate, then Operator may elect to provide six months prior notice of termination of this Attachment. Upon any default of the Bulk Video Service, Operator shall bill to Owner a continuing Bulk Service Fee applicable to Bulk Internet Service equal to eighty-five percent (85%) of the then-current Bulk Service Fee (plus applicable taxes and fees) for the remainder of the applicable Service Commitment Period.
4. **Invoices, Billing and Payment of Bulk Service Fee.** Operator will bill the Bulk Service Fee (plus applicable taxes and fees) to Owner on a monthly basis in advance and payment by Owner shall be due within 30 days after the date of such invoice. If Operator does not present an invoice before the first day of the month for which the Bulk Service Fee is due, such failure shall not constitute a waiver of the Bulk Service Fee, and Owner promptly shall pay such invoice when delivered by Operator. Late fees will be charged to Owner in accordance with Operator's then-current policies and subject to Laws. Owner may dispute any portion of an invoice in good faith by notifying Operator in reasonable detail as to the basis for the dispute at any time prior to 60 days after the date of Operator's invoice, and the parties shall use commercially reasonable efforts to promptly resolve such dispute. Under no circumstances may Owner submit an invoice dispute to Operator after such 60-day period. If the parties fail to mutually resolve the dispute within 30 days after Owner's notice, all disputed amounts immediately shall be due and payable. Nothing herein shall be construed as a basis for withholding payment of any portion of an invoice that is not disputed in good faith, and Owner has no right to set-off, apply a credit against, deduct, or otherwise withhold any amount payable under the Agreement. Owner will pay the disputed portions of an invoice promptly following the resolution of such dispute.
5. **Change in Number of Units Served.** Operator, in its sole discretion, may increase or decrease the total number of Units billed each year to match the actual number of Units, common areas or other sites being served or to be served at the Property. Nothing in the Agreement shall require Operator to expend funds to increase or decrease the number of Units served but the parties may agree to expend funds for such purpose upon mutually acceptable terms. Upon Owner's request, and if an annual increase in the total number of Units or sites served will exceed 10%, then Operator shall provide documentation to Owner reasonably demonstrating the basis for such increase. Such increases may be cumulative if not taken in the previous year(s).
6. **Termination of Attachment for Cause.** Owner's failure to pay the Bulk Service Fee in full by the due date shall be a material breach of the Agreement, and Operator may, in its sole discretion, (a) suspend the Bulk Video Service upon 30 days prior notice to Owner; and/or (b) terminate this Attachment upon 30 days prior notice to Owner, in which case Owner shall pay the Bulk Service Fee that otherwise would have been payable by Owner during the Service Commitment Period as if this Attachment had not been terminated. Upon any such suspension or termination of the Bulk Video Service, Operator may solicit and offer to Unit occupants any of its Services (including those previously comprising the Bulk Video Service) on an individual subscription basis for the remainder of the Term. In addition, this Attachment may be terminated by (i) either party upon notice in the event of an uncured default by the other under the Agreement; or (ii) concurrently with any termination of the Bulk Internet Service Attachment, if any, by the party entitled to terminate the Bulk Internet Service Attachment.
7. **Termination for Convenience by Owner.** Owner may terminate the Agreement for convenience upon 90 days prior notice to Operator and payment of an early termination fee (for purposes of this Attachment only, "ETF"). In addition, if (a) Owner sells or otherwise transfers the Property to a party that does not assume the Agreement in writing; or (b) Operator terminates this Attachment or the Agreement due to Owner's uncured breach, except for a breach for Owner's failure to pay the Bulk Service Fee (which is subject to a separate remedy in this Attachment), then Owner shall pay the ETF to Operator upon consummation of the sale of the Property or the date of termination by Operator, as applicable. The ETF is calculated as follows: (1) ETF Percentage; multiplied by (2) the number of months remaining in the Service Commitment Period; multiplied by (3) the then-current Bulk Service Fee. For purposes of clarity, if the Agreement is terminated pursuant to this Section, then all early termination fees payable under other Attachments also apply. Partial months shall be pro-rated on a daily basis.

The "ETF Percentage" is equal to the following:

Service Commitment Period (In months)	ETF Percentage
84 or less	83%
96	80%
108	78%
120	77%

Owner Initials



Operator Initials



10273772.02 - 09/14/2023

BULK INTERNET SERVICE ATTACHMENT

1. **Bulk Internet Service.** Operator will activate and provide the Bulk Internet Service specified in the Property-Specific Terms on a bulk-billed basis in accordance with this Attachment. Notwithstanding the foregoing, Operator shall not be required to provide the Bulk Internet Service to any Unit until Owner has provided a complete and accurate list of addresses for each Unit that will receive the Bulk Internet Service. Owner shall not take any action that would alter, modify or otherwise change the underlying signals comprising the Bulk Internet Service. Users may order additional Services directly from Operator to the extent available and compatible with the Bulk Internet Service and other Services being provided. Owner hereby authorizes Unit occupants to order (at their sole expense) and Operator to install, additional outlets in the individual dwelling Units of the Property. If Owner prohibits the installation of additional outlets, then Owner shall notify Unit occupants of such policy as part of their lease and property rules and regulations.
2. **Bulk Internet Service CPE.** The Bulk Service Fee includes only the CPE specifically provided to Owner and Users under the Property-Specific Terms, and Owner and/or Users are responsible for all such specified CPE as provided in the Agreement. The following provisions of this Section apply based on the Bulk Internet Service being provided as specified in the Property-Specific Terms.
 - 2.1 **Advanced Community WiFi (Standard, Ultra, Gig, Fiber 800 or Fiber Gig).** Failure to use Operator-provided or Operator-certified modems and/or routers to receive the Bulk Internet Service may result in degraded or less than optimal Services. Except for the CPE provided by Operator as described in the Property Specific Terms, wireless connections are not available through Operator for these Bulk Internet Service choices. However, Users may provide and shall be solely responsible for their own wireless equipment (such as switches, peripheral devices, etc.), including repairs, compatibility and interference with these Bulk Internet Service choices.
 - 2.2 **Spectrum Community WiFi® (including RV Parks/Marina's).** Failure to use Operator-provided or Operator-certified modems to receive the Bulk Internet Service may result in degraded or less than optimal Services. Operator provides WiFi connectivity only through Operator-provided CPE.
3. **Bulk Service Fee.** The monthly Bulk Service fee is set forth in the Property-Specific Terms and applies regardless of whether Units are occupied or the Bulk Internet Service is used. Owner may charge Users an amenity fee for the Bulk Internet Service. The Bulk Service Fee excludes, and Owner is responsible to pay, all applicable sales taxes, franchise fees, FCC regulatory fees, government license fees, copyright fees, surcharges, rate increases imposed by programmers, any taxes, fees or assessments of general applicability imposed or assessed by any governmental authority, or other fees that Operator may lawfully pass through to Users and/or Owner. Operator shall have the right to increase the Bulk Service Fee by the amount set forth in the Property-Specific Terms. Bulk Service Fee increases may be cumulative if not taken in the previous year(s).
4. **Invoices, Billing and Payment of Bulk Service Fee.** Operator will bill the Bulk Service Fee (plus applicable taxes and fees) to Owner on a monthly basis in advance and payment by Owner shall be due within 30 days after the date of such invoice. If Operator does not present an invoice before the first day of the month for which the Bulk Service Fee is due, such failure shall not constitute a waiver of the Bulk Service Fee, and Owner promptly shall pay such invoice when delivered by Operator. Late fees will be charged to Owner in accordance with Operator's then-current policies and subject to Laws. Owner may dispute any portion of an invoice in good faith by notifying Operator in reasonable detail as to the basis for the dispute at any time prior to 60 days after the date of Operator's invoice, and the parties shall use commercially reasonable efforts to promptly resolve such dispute. Under no circumstances may Owner submit an invoice dispute to Operator after such 60-day period. If the parties fail to mutually resolve the dispute within 30 days after Owner's notice, all disputed amounts immediately shall be due and payable. Nothing herein shall be construed as a basis for withholding payment of any portion of an invoice that is not disputed in good faith, and Owner has no right to set-off, apply a credit against, deduct, or otherwise withhold any amount payable under the Agreement. Owner will pay the disputed portions of an invoice promptly following the resolution of such dispute.
5. **Change in Number of Units Billed.** Operator, in its sole discretion, may increase or decrease the total number of Units billed each year to match the actual number of Units, common areas or other sites being served or to be served at the Property. Nothing in the Agreement shall require Operator to expend funds to increase or decrease the number of Units served but the parties may agree to expend funds for such purpose upon mutually acceptable terms. Upon Owner's request, and if an annual increase in the total number of Units or sites served will exceed 10%, then Operator shall provide documentation to Owner reasonably demonstrating the basis for such increase. Such increases may be cumulative if not taken in the previous year(s).
6. **Termination of Attachment for Cause, Suspension or Disconnection of Bulk Internet Service.** Owner's failure to pay the Bulk Service Fee in full by the due date shall be a material breach of the Agreement, and Operator may, in its sole discretion, (a) suspend the Bulk Internet Service upon 30 days prior notice to Owner; and/or (b) terminate this Attachment upon 30 days prior notice to Owner in which case Owner shall pay the Bulk Service Fee that otherwise would have been payable by Owner during the Service Commitment Period as if this Attachment had not been terminated. Upon any such suspension or termination of the Bulk Internet Service, Operator may solicit and offer to Unit occupants any of its Services (including those previously comprising the Bulk Internet Service) on an individual subscription basis for the remainder of the Term. In addition, this Attachment may be terminated by (i) either party upon notice in the event of an uncured default by the other under the Agreement; or (ii) concurrently with any termination of the Bulk Video Service Attachment, if any, by the party entitled to terminate the Bulk Video Service Attachment. Operator may temporarily or permanently disconnect, in whole or in part, the Bulk Internet Service in an individual Unit or area on the Property, with or without notice to Owner and/or Users, without breaching the Agreement or incurring any resulting obligation or liability, if Operator in good faith believes that Owner or any User or individual accessing the Bulk Internet Service through Owner's or a User's account (x) uses the Bulk Internet Service in violation of this Attachment, the Subscriber Terms, or Laws; (y) to engage in any conduct that is unlawful, fraudulent, inappropriate or intended to harass a third party; or (z) causes, is involved in, or is subject to a security breach or compromise.
7. **Termination for Convenience by Owner.** Owner may terminate the Agreement for convenience upon 90 days prior notice to Operator and payment of an early termination fee (for purposes of this Attachment only, "ETF"). In addition, if (a) Owner sells or otherwise transfers the Property to a party that does not assume the Agreement in writing; or (b) Operator terminates this Attachment or the Agreement due to Owner's uncured breach, except for a breach for Owner's failure to pay the Bulk Service Fee (which is subject to a separate remedy in this Attachment), then Owner shall pay the ETF to Operator upon consummation of the sale of the Property or the date of termination by Operator, as applicable. The ETF is calculated as follows: (1) ETF Percentage; multiplied by (2) the number of months remaining in the Service Commitment Period; multiplied by (3) the then-current Bulk Service Fee. For purposes of clarity, if the Agreement is terminated pursuant to this Section, then all early termination fees payable under other Attachments also apply. Partial months shall be pro-rated on a daily basis.

The "ETF Percentage" is equal to the following:

<u>Service Commitment Period (in months)</u>	<u>ETF Percentage</u>
84 or less	83%
96	80%
108	78%
120	77%

8. **Additional Bulk Internet Service Terms Applicable to all Bulk Internet Services.**

8.1 Electronic Addresses; No Liability for Changes of Address. All e-mail addresses, e-mail account names, and IP addresses ("Electronic Addresses") provided by Operator are the property of Operator. Owner may not alter, modify, sell, lease, assign, encumber or otherwise tamper with the Electronic Addresses. Operator may change addressing schemes, including e-mail and IP addresses.

8.2 Access and Use. Owner agrees to take commercially reasonable steps to ensure that any person who has access to the Bulk Internet Service through any of Owner's computer(s), Property, facilities or account within Owner's control shall comply with the terms of this Attachment.

8.3 Third-Party Hardware/Software Support; Security; Data Loss. Operator strongly recommends that Owner employ a "firewall" or other security software. Operator shall have no responsibility for providing, implementing or configuring any "firewall" or other security software measures in connection with the Bulk Internet Service. Operator does not support third-party hardware or software supplied by Owner or Users. Owner shall be responsible for the implementation of reasonable security procedures and standards on all of Owner's computer(s), Property, facilities or account within Owner's control.

8.4 Content. Owner acknowledges that any content that Owner or Users may access or transmit through the Bulk Internet Service is provided by independent content providers, over which Operator has no control. Operator does not (a) preview content or exercise editorial control; (b) endorse any opinions or information accessed through the Bulk Internet Service; and (c) assumes no responsibility whatsoever for content accessed. Operator disclaims any responsibility for the accuracy, reliability or quality of the information obtained using the Bulk Internet Service. Such content or programs may include misinformation or content that is infringing, abusive, profane or sexually offensive.

8.5 Excluded Features. Except for the Spectrum Fiber WiFi® Service described in Section 11 below, the Bulk Internet Service is cable-modem based transport service only. Except for Advanced Community WiFi Service described in Section 9 below the Bulk Internet Service excludes other features that may be available under other residential Internet Services, such as email, virus protection and network security.

9. Additional Bulk Internet Service Terms Applicable Only to Advanced Community WiFi.

9.1 Equipment and Software Requirements. Users must maintain certain minimum CPE and software to receive the Bulk Internet Service. Such CPE, software and other specifications and requirements to use the Bulk Internet Service can be reviewed in the Subscriber Terms. Advanced Community WiFi support is available to Owner by calling (833) 832-5290, or Owner should have Users call (855) 895-8679.

10. Additional Bulk Internet Service Terms Applicable Only to Spectrum Community WiFi® (Not Applicable to Advanced Community WiFi or RV Parks/Marinas).

10.1 Installation of Upgrades. Owner shall pay the one-time installation fee set forth in the Property-Specific Terms. Operator will contract with a certified electrician if Operator determines in its sole discretion that the media distribution hub ("MDH") installed at the Property requires new or upgraded wiring to comply with Operator's technical specifications for delivery of WiFi Bulk Internet Service. After installation or upgrading, Owner shall be responsible for the ongoing repair and maintenance of the electrical wiring required for the delivery of WiFi Bulk Internet Service. Notwithstanding any contrary provision in the Agreement, all Equipment and CPE located inside the MDH is owned by Operator and Operator has exclusive use of such Equipment and CPE. Operator also has the exclusive right to use any newly installed or upgraded wiring under this Section. The MDH is owned by Owner and Owner hereby grants Operator the exclusive right to use the MDH during the Term. The Equipment or CPE provided may also include wireless access points, Power over Ethernet injectors (PoE injectors), and/or power distribution units (PDUs), in each case as necessary to provide the Bulk Internet Service.

10.2 WiFi Support. WiFi Bulk Internet Service support is available to Owner by calling (833) 832-5290, and is available 24 hours per day, seven days per week, and includes remote testing, diagnostics and on-site repairs as required. Except as otherwise specified in this Attachment, Operator is responsible for repair, maintenance and customer service related to the WiFi Equipment and Bulk Internet Service. For additional repair and maintenance, Owner shall have Users call WiFi customer support at (855) 895-5302.

10.3 Removal of Equipment and CPE. Failure of Owner to return or allow Operator to retrieve any Equipment or CPE within 30 days after Bulk Internet Service is terminated will result in a charge to Owner's account equal to the current value of the unreturned Equipment and CPE.

11. Additional Bulk Internet Service Terms Applicable Only to Spectrum Fiber WiFi®

11.1 Installation of Upgrades. Owner shall pay the one-time installation fee set forth in the Property-Specific Terms. Owner will contract with a certified electrician if Operator determines in its sole discretion that it needs to upgrade or install new wiring to comply with Operator's technical specification for delivery of WiFi Bulk Internet Service. After installation or upgrading, Owner shall be responsible for the ongoing repair and maintenance of the electrical wiring required for the delivery of WiFi Bulk Internet Service. Any such wiring shall be a permanent fixture/upgrade to the Property, owned by Owner, and Owner hereby grants to Operator the exclusive right to use such wiring during the Term. Owner shall be responsible for the ongoing repair and maintenance of any such newly installed or upgraded wiring. Owner is responsible for ensuring that the electrical wiring installed by the certified technician meets all applicable construction and electrical code requirements. The Equipment or CPE provided may also include wireless access points, switches, access gateway systems, wireless access controller systems, power distribution units (PDUs), and uninterruptible power supplies (UPSs), in each case as necessary to provide the Bulk Internet Service.

11.2 WiFi Support. WiFi Bulk Internet Service support is available to Owner by calling (833) 832-5290, and is available 24 hours per day, seven days per week, and includes remote testing, diagnostics and on-site repairs as required. Except as otherwise specified in this Attachment, Operator is responsible for repair, maintenance and customer service related to the WiFi Equipment and Bulk Internet Service. For additional repair and maintenance, Owner shall have Users call WiFi customer support at (855) 895-5302.

11.3 Removal of Equipment and CPE. Failure of Owner to return or allow Operator to retrieve any Equipment or CPE within 30 days after Bulk Internet Service is terminated will result in a charge to Owner's account equal to the current value of the unreturned Equipment and CPE.

12. Additional Bulk Internet Service Terms Applicable Only to Recreational Vehicle Parks and Marinas.

12.1 Ownership and Usage of Certain Equipment and CPE. Notwithstanding any contrary provision in any other Attachment, all Equipment and CPE located inside the pedestal or other enclosure, and the pedestal and enclosure themselves, are owned by Operator and Operator has exclusive use of such Equipment, CPE, pedestals and enclosures during the Term. The Equipment or CPE provided may also include cable modem and wireless access point combination boxes and/or power passing taps, in each case as necessary to provide the Bulk Internet Service.

12.2 WiFi Support. WiFi Bulk Internet Service support is available to Owner by calling (833) 832-5290, and is available 24 hours per day, seven days per week, and includes remote testing, diagnostics and on-site repairs as required. Except as otherwise specified in this Attachment, Operator is responsible for repair, maintenance and customer service related to the WiFi Equipment and Bulk Internet Service. For additional repair and maintenance, Owner shall have Users call WiFi customer support at (855) 895-5302.

Operator Initials


Operator Initials

16298229 02 4/15/2021

CAPITAL INVESTMENT RETURN ATTACHMENT

If, because of Owner's uncured breach of the Agreement, Operator is prohibited from or is unable to (a) install its Equipment; (b) connect with or use the Internal Wiring as permitted by the Agreement; or (c) provide Services to the Property, Operator may terminate the Agreement and, in such event, Owner will reimburse Operator, as Owner's sole liability under the Agreement, for the installation costs (including labor) incurred by Operator up to the date that installation of the Equipment or Service deployment was halted; provided that Owner's reimbursement obligation under this paragraph declines on a monthly straight-line, pro-rata basis over the Term commencing on the Service Activation Date (if applicable) and is capped at the amount set forth in the Property-Specific Terms. Owner shall pay such amount to Operator within 60 days following Owner's receipt of Operator's invoice therefor. Upon request, Operator shall provide reasonable supporting documentation for the costs being reimbursed.

Owner Initials



Operator Initials



16255652.01 – 4/10/2021

AMENDMENT NO. 1

To The

COMMUNICATIONS NETWORK AND SERVICE AGREEMENT

The Communications Network and Service Agreement between Heritage Springs Community Association, Inc. ("Owner") and Spectrum Sunshine State, LLC ("Operator") dated December , 2024 ("Agreement"), for Heritage Springs Self Maintained Group, LLC located at 11345 Robert Trent Jones Parkway Trinity, FL 34655 ("Property"), with [575] units, is hereby amended as provided in this Amendment No. 1 ("Amendment"). Except as set forth herein, all defined terms used herein shall have the same meaning ascribed to them in the Agreement.

The Amendment No. 1 will be effective as of the effective date ("Amendment Effective Date") set forth under Operator's signature below.

The parties agree as follows:

I. SPECIAL TERMS – ADDING CAPITAL INVESTMENT.

10. Section 5 is amended to add the following language.

"5.16 Capital Investment by Operator. Operator is making the following capital investment at the Property, which is subject to the Capital Investment Return Attachment: \$[2,500.00]."

II. SPECIAL TERMS – ADDING CHANNEL INSERTION EQUIPMENT (OPERATOR-OWNED).

11. Section 5 is amended to add the following language.

"5.17 Channel Insertion Equipment (Operator-Owned). Operator shall provide and install the following channel insertion equipment: [One (1) IP File Base Channel Insertion] (the "Channel Insertion Equipment"). The Channel Insertion Equipment shall be deemed to be Equipment under the Agreement. Owner shall provide all content for the internal channel and such programming and use of the internal channel shall not violate Laws. Owner shall indemnify Operator for all third-party copyright infringement Claims related to the programming. Operator reserves the right to choose the channel number and move this internal channel if needed by providing Owner with 30 days prior notice."

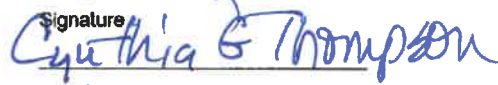
[Signature Page Follows.]

IN WITNESS WHEREOF, this Amendment has been duly executed by the undersigned.

OWNER:

Heritage Springs community Association, Inc.



Signature


Printed Name


Title

OPERATOR:

[Spectrum Sunshine State, LLC]

By: Charter Communications, Inc., its Manager

Signature

Printed Name

Title

Effective Date