



Grand River Mutual Telephone Corporation d/b/a GRM Networks® – TERMS OF SERVICE

PREFACE

As your internet service provider (ISP), GRM Networks® requires each and every individual using the internet services provided at any time, and in any location to adhere to the following Terms of Service.

1. DEFINITIONS

“You” or “your” refers to the person or entity that subscribes to Services and anyone who accesses the Services and Equipment provided to subscriber.

“We”, “us”, “our”, and “GRM Networks®” refer to the GRM Networks® provider of Services to you and as identified on your bill.

“Service(s)” refer to any services you have agreed to obtain from GRM Networks®.

“Equipment” means any equipment or accessories you purchase or lease from GRM Networks® or those provided by GRM Networks® for use in any manner in connection with your Services.

2. AGREEMENT

Customer agrees to be bound by these Terms of Service by (i) executing a copy of the application presented to customer at the time of installation, (ii) ordering a service or (iii) using the services provided by GRM Networks® at customer’s location. GRM Networks® may in its sole discretion modify, add or remove portions of these Terms of Service at any time by posting the amended Terms of Service on the Company website at grm.net. Customer’s continued use of the services following such notice shall be deemed as customer’s acceptance to any revision of these Terms of Service. If customer does not agree to the revised Terms of Service, customer must immediately notify GRM Networks® of customer’s intent to terminate services and return all equipment.

3. YOUR RESPONSIBILITIES REGARDING EQUIPMENT

(a) You will allow us to enter your premises to install, maintain or replace equipment and to make sure our services are operating and being delivered properly to you. You confirm that you are authorized to grant the rights described in this paragraph.

(b) After we install or remove equipment or wiring on your premises, you are responsible for any repairs or cosmetic corrections you wish to make. We have an obligation to make such repairs only if we performed our work negligently and your property was damaged as a result.

(c) We can make changes to Equipment and Software through downloads from our network or otherwise. If you have a third party device attached to our equipment, we or the device manufacturer may from time to time download software to the device, which may change its features

and functionality. Upon request, GRM Networks® may provide technical assistance as to customer's personal devices, however, **customer agrees that GRM Networks® shall do so as a customer service and customer agrees GRM Networks® shall NOT be liable for loss of data and/or any damage to any personal device.**

(d) You may not move our equipment to any location other than the location where you initially ordered to receive the services without the prior written authorization of GRM Networks®. This is true even if you have moved to a new location and continue to pay us for the services. You may not remove or alter our logos or other identifying information on the equipment.

(e) You must return any GRM Networks® owned equipment to us in a reasonably similar condition as when the equipment was delivered and, if you fail to do so, we have your permission to retrieve the equipment from your premises at your expense. You are responsible for any and all applicable fees until we are in receipt of the equipment. If we do not receive the equipment within a reasonable time after the services are terminated, we are entitled to assume that you have lost the equipment. If equipment has been lost, see section (f).

(f) If the equipment is lost, stolen or damaged, you must reimburse us (as "liquidated damages") even if you are not at fault. The liquidated damages amount for our equipment is available on request from your local GRM Networks® office. You agree that this liquidated damages approach is reasonable in light of the difficulty of determining the value of the equipment or the losses we could suffer if a third party improperly gained access to our services using equipment we provided to you.

(g) The equipment we provide to you at any and all times within one (1) year of installation shall belong to us. So long as customer has paid all applicable service charges in the one (1) year after installation, the equipment shall become property of the customer after a date one (1) year from installation. This includes equipment that is lost, stolen or damaged and for which you have not reimbursed GRM Networks®. If you recover previously lost or stolen equipment for which you reimbursed us within one (1) year of the date return was required, you will return the equipment to us and we will return the money you paid to us if all found equipment is returned and is fully functional. However, any equipment which is not in GRM Networks®' possession within one (1) year from the date return was required will be deemed a total loss by GRM Networks®, and return beyond this date will not be accepted, nor will any money be returned.

4. YOUR RIGHT TO USE OUR SERVICES AND PROPERTY IS LIMITED

(a) The services we provide and the manner in which we deliver them will change from time to time, in part due to our effort in improving our services. These changes may impact the services you receive today, may require that you alter or replace your own equipment or its configuration, or lease new or additional equipment from GRM Networks® to continue to obtain the full benefit of those services. If you are under a promotional offer with a set price for a set period of time, you are assured only that you will be charged that set price during the time specified. You are not assured that the services you receive (or that our equipment and system requirements) will remain the same.

(b) The services are for your reasonable use only. You may not provide the services to any person who is not a member of, or guest in, your household; nor to persons outside your premises, whether for a fee or otherwise. You will take reasonable and necessary steps to secure your network from others gaining unauthorized access to the services.

(c) If you knowingly access services that you have not paid for, damage or alter our equipment (or use third party equipment) in order to obtain services that you have not paid for, you will have breached these Terms of Service and possibly subjected yourself to statutory damages, fines or

imprisonment. We may at any and all times enforce our rights with respect to theft of or tampering with our services.

(d) You are only allowed to use our software and other intellectual property as needed to receive our services.

(e) We will conduct maintenance from time to time that may interrupt the services.

5. YOUR FINANCIAL RESPONSIBILITIES

(a) You must pay for the services you receive in accordance with our billing practices, along with any installation charges and other applicable fees and taxes. If you have any questions about our prices or fees, please contact your local GRM Networks® office.

(b) If you fail to pay us in full by the due date on your billing statement, we may require that you pay us the following additional amounts:

- a late fee and
- amounts we spend, including reasonable attorney's fees and expenses, to collect the money you owe us.

Our late fee charges are available from your local GRM Networks® office. You confirm that such fees are reasonable in light of our costs in collecting past due amounts.

(c) At any and all times when your account may be past due, GRM Networks® reserves the right to suspend or terminate services to your account.

(d) If we suspend any of your services for failure to pay amounts you owe us or for violating our Customer Agreements, we may require that you pay us a fee for restoring your service.

(e) If your check to us "bounces" (or if your bank or credit card issuer refuses to pay us amounts you have previously authorized us to charge to your account), we may require that you pay us a fee.

(f) We may verify your credit standing, including through credit reporting agencies. For further information about this topic, please see our Privacy Policy.

(g) We may require a deposit or other guaranteed form of payment from you. If you owe us money on any account, we can deduct those amounts from any existing credit you have with us or any security deposit you provide or, if applicable, charge them to the bank or credit card account you have authorized us to use.

(h) You authorize us to accept (and charge you for) any orders or requests made through your account for services or from your location, whether or not these charges are made by you personally.

(i) We are not required to notify you of offers we make available to others, or to lower your rates to equal those contained in such offers.

(j) You must bring any billing errors to our attention within thirty (30) days of the day on which you receive the bill or you will waive your right to (in other words, you will not be eligible to receive) a refund or credit.

(k) Since tax and regulatory rules are subject to interpretation, we have complete discretion in deciding what fees, taxes and surcharges to collect from you. You waive a refund of any fees that we collect from you and pay to any government or agency. You may request to receive a list of the fees,

taxes and surcharges we collect by sending a written request to: GRM Networks®, 1001 Kentucky Street, Princeton, MO 64673.

(l) You cannot settle amounts you owe us by writing “paid in full” or any other message on your bill or check.

(m) If you provide us with a credit or debit card for billing or deposit purposes and the issuer gives you a new card on the account with a different expiration date, you authorize us to update our records to reflect the new expiration date and “pin” number/CSC and to continue to use the account as before.

(n) If a third party sues GRM Networks® based on your use of our services you agree to indemnify GRM Networks® (in other words, make us whole) for any losses, including reasonable attorneys’ fees and expenses, that we suffer.

6. SPECIAL INFORMATION FOR BROADBAND (HIGH-SPEED) INTERNET SUBSCRIBERS

(a) We may use network management tools to make our services operate efficiently.

(b) We may set or change the maximum bandwidth limit or other characteristics of any high-speed internet service level. If we do, we may put in place additional terms and conditions to address usage that is not consistent with the resulting level of high-speed internet service. To maintain or improve internet speed under these circumstances you may be required to pay an additional monthly rate, upgrade your level of service or pay for additional bandwidth. We will notify you of any new or changed bandwidth limit for your high-speed internet service level and any related terms and conditions.

(c) We have an absolute right to monitor your bandwidth usage patterns and your compliance with our Customer Agreements.

(d) The high-speed internet service will attain maximum throughput rate only in bursts and not on a guaranteed or consistent basis. The throughput rate experienced at any time is affected by a number of factors.

(e) If you send or post materials through the high-speed internet service, you are responsible for the material and confirm that you have all necessary rights to do so. You grant GRM Networks®, with no obligation to pay you, all rights we need to complete your transmission or posting. If we determine that the transmission or posting violates any of our Customer Agreements, we may, but have no duty to, delete the materials, block access to them or cancel your account.

(f) The high-speed internet service requires the use of a router. We will provide you with a router. If you use a router that we have not approved for use on your system, the high-speed internet service may not work properly and GRM Networks® is not responsible for any repairs in this circumstance.

7. OBJECTIONABLE MATERIAL AND PARENTAL CONTROLS

(a) Our services make available some material from the internet that may offend you or may be inappropriate for members of, or guests in, your household. GRM Networks® provides parental controls and other tools that can filter or block access to certain video programming and internet content. The availability and effectiveness of these tools may vary depending on your equipment and software.

(b) Use of the parental controls provided does not guarantee a user will not be exposed to materials you or any other user may find objectionable.

8. IF YOU HAVE SERVICE PROBLEMS, YOU MAY BE ENTITLED TO A CREDIT

(a) We will attempt to correct service problems caused by our equipment or software but we are not required to install, service or replace third party equipment or software. Depending on the circumstances, we may charge you for service calls. For more information please refer to the FAQ's on grm.net or contact your local GRM Networks® office.

(b) GRM Networks® is not liable for service interruptions. The only exception to this standard is a loss of all video, high-speed internet or digital home phone service for more than twenty-four (24) consecutive hours where the cause of the outage was within our reasonable control. All credit requests must be made within thirty (30) days of your receipt of the bill following the outage or service issue. Credit requests may be made by contacting your local GRM Networks® office.

(c) We have no obligation to compensate you for service problems that are beyond our reasonable control. Examples of problems beyond our reasonable control include those caused by storms and other natural disasters, vandalism, terrorism, regulations or governmental acts, fires, civil disturbances, electrical power outages, computer viruses or strikes.

9. WE MAY CHANGE OUR CUSTOMER AGREEMENTS

(a) We may change our Customer Agreements by amending the on line version of the relevant document. Unless you have entered into a contract that ensures a fixed rate for a period of time, we may also change the prices for our services or the manner in which we charge for them.

(b) If you continue to use the services following any change in our Customer Agreements, prices or other policies, you will have been assumed to have accepted the changes. If you do not agree to the changes, you will need to contact your local GRM Networks® office to cancel your services.

(c) Any changes to our Customer Agreements are intended to be prospective only. Changes to any Customer Agreements will not have any effect prior to the date in which they are enacted.

10. ENFORCEMENT

GRM Networks® reserves the right, but does not have a duty, to strictly enforce these Terms. The following is a non-exhaustive list of manners in which GRM Networks® may enforce these Terms: by issuing warnings; suspension or termination of services; by engaging in self-help and active investigation; or litigation and prosecution in any court or other appropriate venue.

GRM Networks® may access, use, and disclose transaction information and any content provided by you to comply with the law; (e.g., a lawful subpoena); in accordance with GRM Networks®' reasonable business judgment that disclosure is necessary; to enforce or apply our Policies; to initiate, render, bill, and collect for services; to protect our rights, property or other users of GRM Networks® services, the site and other persons; or to protect GRM Networks®, you, or any other user or entity from fraudulent, abusive, or unlawful use of the site or any such services. **INDIRECT, ATTEMPTED OR ACTUAL VIOLATIONS OF THESE TERMS OR ANY RELATED POLICY BY YOU OR ANY THIRD PARTY ON YOUR BEHALF SHALL BE CONSIDERED A VIOLATION OF THESE TERMS BY YOU.**

For further information on this clause, please see our Privacy Policy.

11. LIMITATION OF LIABILITY

IN NO EVENT SHALL GRM NETWORKS®, ITS EMPLOYEES, OFFICERS, REPRESENTATIVES, SERVICE PROVIDERS, SUPPLIERS, LICENSORS, AND/OR AGENTS BE LIABLE FOR ANY DIRECT, SPECIAL, INDIRECT, INCIDENTAL, EXEMPLARY, PUNITIVE, CONSEQUENTIAL OR ANY OTHER DAMAGES OF ANY KIND, INCLUDING BUT NOT LIMITED TO, LOSS OF USE, LOSS OF PROFITS, OR LOSS OF DATA, WHETHER IN AN ACTION IN CONTRACT, TORT, OR OTHERWISE, ARISING OUT OF OR IN ANY WAY CONNECTED WITH:

- (i) THE USE OF OR INABILITY TO USE THE SITES OR THE CONTENT, MATERIALS, SOFTWARE, INFORMATION OR TRANSACTIONS PROVIDED ON OR THROUGH THE SITES; OR
- (ii) ANY CLAIM ATTRIBUTABLE TO ERRORS, OMISSIONS, OR OTHER INACCURACIES IN THE SITES OR THE CONTENT, MATERIALS, SOFTWARE, INFORMATION, PRODUCTS, OR SERVICES ON OR AVAILABLE THROUGH THE SITES;
- (iii) THE COST OF PROCUREMENT OF SUBSTITUTE GOODS AND SERVICES RESULTING FROM ANY PRODUCTS, DATA, INFORMATION OR SERVICES PURCHASED OR OBTAINED, MESSAGES RECEIVED OR TRANSACTIONS ENTERED INTO THROUGH OR FROM OUR SITE;
- (iv) UNAUTHORIZED ACCESS TO OR ALTERATION OF YOUR TRANSMISSIONS;
- (v) STATEMENTS OR CONDUCT OF ANY THIRD PARTY ON OUR SITE;
- (vi) THE DELAY OR FAILURE IN PERFORMANCE RESULTING FROM AN ACT OF FORCE MAJEURE, INCLUDING BUT NOT LIMITED TO: ACTS OF GOD, NATURAL DISASTERS, COMMUNICATIONS FAILURE, GOVERNMENTAL ACTIONS, WARS, STRIKES, LABOR DISPUTES, RIOTS, SHORTAGES OF LABOR OR MATERIALS, VANDALISM, TERRORISM, NON-PERFORMANCE OF THIRD PARTIES OR ANY REASONS BEYOND GRM NETWORKS®' REASONABLE CONTROL; OR
- (vii) ANY OTHER MATTER RELATING TO OUR SITE, EVEN IF GRM NETWORKS OR ITS AUTHORIZED REPRESENTATIVES HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. YOUR SOLE REMEDY FOR DISSATISFACTION WITH THE SITE AND/OR SITE-RELATED SERVICES IS TO STOP USING THE SITE AND/OR THOSE SERVICES.

APPLICABLE LAW MAY NOT ALLOW THE LIMITATION OF LIABILITY, IMPLIED WARRANTIES OR THE EXCLUSION OR LIMITATION OF CERTAIN DAMAGES SET FORTH ABOVE, SO THIS LIMITATION OF LIABILITY MAY NOT APPLY TO YOU. IF ANY PART OF THIS LIMITATION ON LIABILITY IS FOUND TO BE INVALID OR UNENFORCEABLE FOR ANY REASON, THEN THE AGGREGATE LIABILITY OF GRM NETWORKS® UNDER SUCH CIRCUMSTANCES FOR LIABILITIES THAT OTHERWISE WOULD HAVE BEEN LIMITED SHALL NOT EXCEED THE AMOUNT PAID BY YOU FOR ANY AND ALL SERVICES RECEIVED FROM GRM NETWORKS® FOR THE PAST TWELVE (12) MONTHS.

12. YOU AGREE TO LIMIT THE TIME YOU HAVE TO BRING A LEGAL ACTION

You waive the right to commence any proceeding against GRM Network[®]s if the relevant events occurred more than one (1) year prior to the date of notice to GRM Networks. This waiver is not enforceable, and the normal statute of limitations in your area will apply, if you notified GRM Networks[®] in writing of the events giving rise to the proceeding within one (1) year of the occurrence of such events.

13. TERMINATION/SUSPENSION

You agree that GRM Networks[®] may immediately terminate or suspend your account or, any associated email address. Cause for such termination, suspension or change shall include, but shall not be limited to:

- (i) breaches or violations of these Terms of Service or other incorporated Agreements or guidelines;
- (ii) requests by law enforcement or other government agencies;
- (iii) a request by you (self-initiated account deletions);
- (iv) discontinuance or material modification to the sites (or any part thereof);
- (v) unexpected technical or security issues or problems;
- (vi) extended periods of inactivity, and/or
- (vii) engagement by you in fraudulent or illegal activities.

Termination of your account includes (or, if GRM Networks[®] elects instead to suspend your account, may include any one of more of the following):

- (i) deletion of your password and all related information, files and other content associated with or inside your account (or any part thereof); and

GRM Networks[®] has full and sole discretion to suspend or terminate an account and any associated email address. GRM Networks[®] shall not be liable to you or any third party for any termination or suspension of your account, loss of storage, loss of any associated email address, or loss of access to the sites.

14. YOU MAY NOT TRANSFER YOUR RIGHTS OR RESPONSIBILITIES TO ANOTHER PERSON

Unless transfer is performed with the consent of GRM Networks[®], you may not transfer or assign the services, the equipment or your obligation to comply with our Customer Agreements to any other person or entity.

15. CONFLICT BETWEEN LAW AND CUSTOMER AGREEMENT

- (a) Our Customer Agreements are subject to the legal requirements that apply where you live. If such a requirement conflicts with any of our Customer Agreements with respect to one or more services, the legal requirement will take priority over the subsection of our Customer Agreement with which it conflicts, but only with respect to that subsection and only with respect to the services to which such legal requirement applies.

(b) If a court or similar body determines that a portion of a Customer Agreement is invalid or unenforceable, the rest of the Agreement shall stand. The invalid or unenforceable portion shall be interpreted as closely as possible (consistent with the law in your area) so as to reflect the intent of the original.

16. CONFLICT BETWEEN CUSTOMER AGREEMENTS

(a) The Customer Agreements constitute the entire agreement between you and GRM Networks®. You are not entitled to rely on any agreements or undertakings made by GRM Networks® personnel other than those contained in the Customer Agreements.

(b) If we have provided you with non-English translation of any of our Customer Agreements, the English language version of that Customer Agreement will govern your relationship with GRM Networks® and will control in the event of a conflict. The translation is provided as a convenience only.

(c) In the event of a conflict between the terms of these Terms of Service and any other document, the terms of this Agreement control.

(d) In the event of a conflict between these Terms of Service and the terms of any Addendum of the Terms of Service, the Addendum of the Terms of Service, as applicable, shall control.

Rev. 4/2016