

11:11 Systems, Inc.

695 Route 46, Suite 301

Fairfield, NJ 07004

Telecommunications Service Guide

*For Local Exchange and Intrastate Interexchange Telecommunications Services
Provided in the State of*

New Jersey

This Service Guide, in conjunction with or in lieu of any existing separate Service Agreements, Service Guides, and general or service specific terms and conditions, sets forth the retail rates applicable to 11:11 Systems, Inc.'s telecommunications services within the State of New Jersey.

For additional information or assistance, please visit us on the web at www.1111systems.com or contact our Customer Care representatives, toll free at 1-800-365-9060, or in writing addressed to the attention of 11:11 Systems, Inc. Customer Service at 695 Route 46, Suite 301, Fairfield, NJ 07004.

This Service Guide is subject to change by the Company from time to time. See 11:11 Systems, Inc.'s web site for current version. This Service Guide reflects the version in effect as of September 23, 2020.

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PRELIMINARY STATEMENT

This service guide sets forth the rates, rules and regulations of 11:11 Systems, Inc. (“11:11” or “Company”) applicable to its provision of dedicated Metro Fiber Ring and Point-to-Point Service(s) within the State of New Jersey to Customers throughout the State.

The Company has been authorized by the Board to provide competitive local exchange and interexchange telecommunications Service(s).

The rates, rules and regulations contained herein are subject to change pursuant to the rules and regulations of the Board.

This Service Guide is subject to change by the Company from time to time. See 11:11 Systems, Inc.'s web site for current version. This Service Guide reflects the version in effect as of September 23, 2020.

APPLICATION OF SERVICE GUIDE

This service guide sets forth the service offerings, rates, terms, and conditions applicable to the furnishing of intrastate dedicated Metro Fiber Ring and Point to-Point Service(s) by 11:11 Systems, Inc. ("11:11" or "Company") to Customers within the State of New Jersey.

This Service Guide sets forth the Service offerings, rates, terms and conditions applicable to the furnishing of regulated competitive intrastate telecommunications Services offered by to Customers subject to availability, not otherwise provided under a separate service agreement, in lieu of a Tariff. The Company has been authorized by the Board to provide competitive local exchange and interexchange telecommunications Service(s). The rates, rules and regulations contained herein are subject to change pursuant to the rules and regulations of the Board.

The rates and regulations contained in this Service Guide apply only to the intrastate telecommunications Services furnished by 11:11 and do not apply, unless otherwise specified, to the lines, facilities, or the Services provided by a Local Exchange Carrier or other Common Carrier for use in accessing the Services of 11:11. This Service Guide does not cover any information service or other unregulated service offered by 11:11.

BY PRESUBSCRIBING, OTHERWISE UTILIZING, OR PAYING, DIRECTLY OR INDIRECTLY FOR COMPANY'S SERVICES, YOU HEREBY AGREE TO THE RATES, CHARGES, TERMS, AND CONDITIONS WHICH FOLLOW. IF YOU BELIEVE THAT YOUR USE OF SERVICES HAS BEEN MADE IN ERROR, PLEASE CONTACT 11:11 SYSTEMS, INC.'S SERVICE DEPARTMENT IMMEDIATELY AT 1-800-365-9060.

In the event of any conflict between the provisions of this Service Guide and any applicable Written Service Order, such conflict will be resolved by giving preference, first, to the applicable Written Service Order provisions and, second, to this Service Guide.

11:11 may not be deemed to have waived or impaired any right, power, requirement or option reserved by this Service Guide (including, but not limited to, the right to demand exact compliance with every term and condition herein), by virtue of any custom or practice of 11:11 at variance with the terms hereof, or any failure, refusal or neglect of 11:11 to exercise any right under this Service Guide or to insist upon exact compliance with its terms, or any waiver, forbearance, delay, failure or omission by 11:11 to exercise any right, power or option hereunder.

The rates, rules, terms and conditions contained herein are subject to change. Subscribers will be notified of changes through bill messages or inserts in the billing cycle prior to the date on which changes become effective. Changes will also be posted on 11:11's website at www.1111systems.com

This Service Guide is governed and interpreted according to applicable laws and regulations of New Jersey.

This Service Guide applies only for the use of the Company's Service(s) for communications between points within the State of New Jersey; this includes the use of the Company's network to complete an end-to-end intrastate communication. The Company initially will not provide switched voice Service(s), but, rather, it will provide Lit and Dark Fiber wholesale services to be used for private line data Service(s).

This Service Guide is subject to change by the Company from time to time. See 11:11 Systems, Inc.'s web site for current version. This Service Guide reflects the version in effect as of September 23, 2020.

SECTION 1 – DEFINITIONS

Customer: A person, firm or corporation authorized to utilize 11:11 Systems, Inc.'s Services provided under this Service Guide.

Customer Fibers: The specific Fiber optic strands owned and designated by the Company for use by the Customer.

Dark Fiber: End-to-end optical Fiber strand(s) made available to Customer for the purpose of attaching optical equipment to light the Fiber and provide telecommunications over leased Fiber strand(s).

Facilities: Equipment, materials or other items used or utilized as part of or in connection with the Company's communications network.

Individual Case Basis (ICB): If a Customer's requirements cannot be met by services included in this Service Guide, or pricing for a service is shown in this Service Guide as ICB, the Company will provide, where practical, special service arrangements or ICB arrangements at charges equal to the estimated cost of furnishing such features, facilities or services. These special service arrangements or ICB arrangements will be provided if the provision of such arrangements is not detrimental to any other services furnished under the Company's Service Guide. Rates and charges for ICBs will reflect the costs incurred by the Company and may include, but are not limited to, monthly rates, nonrecurring charges, or combinations thereof.

Lease Term: The total period of time expressed in months under a Service Order, commencing on the date the Customer has use of the Customer Fibers, and ending 11:59 p.m. (Eastern Standard Time) on the Service Order expiration date, unless the Service Order is earlier terminated in accordance with its terms or the applicable terms of this Service Guide.

Lit Fiber Services: End-to-end Fiber network services including Fiber optic cable and the optical equipment to light the Fiber when the optical equipment is the single basic terminating component, or "TX to FX Converters." 11:11 Systems, Inc. provides a range of lit services to its customer including wavelength, Ethernet, Fiber Channel and IP services at various bandwidth levels. The terms and prices for such services are offered on an individual case basis. 11:11 Systems, Inc. does not provide voice services of any type and any Customer of Lit Fiber Services that uses those services for the purpose of providing voice services must make its own arrangements for the provision of E911 services and is solely responsible for compliance with all rules and regulations applicable to emergency calling

Local Exchange Carrier (LEC): An individual, firm or corporation engaged in providing communications within an exchange.

Municipal or County Agency: Any agency that is subject to the requirements of the New Jersey Local Public Contracts Law, N.J.S.A. 40A:11-1 et seq., New Jersey Public School Contracts Law, N.J.S.A. 18A:18A-1 et seq., or County College Contracts Law, N.J.S.A. 18A:64A-25.1 et seq.

SECTION 1 – DEFINITIONS, Continued

Party: Either 11:11 Systems, Inc. or a Customer of 11:11 Systems, Inc. or, if appropriate in the context, both 11:11 Systems, Inc. and its Customers.

Point of Presence (POP): The physical location associated with Company's communication system.

Rent: The amount of rent payable pursuant to a Service Order.

Rental Period: Each monthly period during the Lease Term, with the first Rental Period commencing on the date the Customer has use of the Customer Fibers.

Service Commencement Date: The first day following the date on which the Company notified the Customer that the requested Service(s) or facilities is or are available for use, unless extended by the Customer's refusal to accept a Service that does not conform to standards set forth in the Service Order or this Service Guide, in which case the Service Commencement Date is the date of the Customer's acceptance. The Company and Customer may mutually agree on a substitute Service Commencement Date.

Service Order. The written agreement for the provision of Service(s) executed by the Customer and the Company in the format devised by the Company. The signing of the Service Order by the Customer and acceptance by the Company initiates the respective obligations of the Parties as set forth therein and pursuant to this Service Guide, but the duration of the Service(s) is calculated from the Service Commencement Date.

Services: The service(s) provided by 11:11 Systems, Inc. in accordance with a fully executed Service Order with a Customer.

Targeted Completion Date: The date set forth in a Service Order as the date anticipated by Company for completion of necessary work to enable Company to begin providing Service(s) to Customer.
Code: United States Internal Revenue Code of 1986, as amended from-time to time.

Treasury Regulations: The Treasury Regulations, as amended from time to time, promulgated under the United States Internal Revenue Code of 1986 by the United States Treasury Department.

SECTION 2 – DESCRIPTION OF SERVICES

2.1. Dedicated Transport Services

2.1.1 General

A. Calculation of Distance

Charges for all mileage sensitive dedicated transport Service(s) are based on the actual Fiber mileage between the originating and terminating locations of the service.

B. Standard Pricing Plan Description

1. Recurring Charges

Recurring charges for Dedicated Transport Service are priced on an ICB arrangement and reflect the unique service needs of the Customer.

Recurring charges will vary based on the locality of service, capacity of service, the distance of service and the Term selected. Recurring charges are applied on a circuit basis and reflect complete end-to-end charges.

2. Term

Recurring charges for Service(s) purchased under for a Term will be fixed for the life of the Term.

C. Orders; Changes in Orders; Order Cancellation Policy.

The Company will provide a Service Order agreement for the placement and acceptance of Customer orders for Service. If the Customer changes the order, a change order charge will apply, based on the scope of the change. If the Customer cancels the order, the Customer must reimburse the Company for the amounts due for the entire Term of the Service Order. Additional credits, charges and/or costs may apply as set forth in an ICB arrangement included in or incorporated by the Service Order.

D. Service Description – Dark Metro Fiber Service

1. Dark Metro Fiber Service is a Private Line Service which is Customer monitored and provided on a multi-point basis between the following locations and can be provided with segments independent of the Incumbent Local Exchange Carrier's Local Network:

- (a) Customer designated premises; and
- (b) A Company designated POP and a Customer designated POP

SECTION 2 - DESCRIPTION OF SERVICES, Continued

2.1. Dedicated Transport Services, Continued

2.1.1 General, Continued

D. Service Description – Dark Metro Fiber Service, Continued

2. 11:11 Systems, Inc. shall lease to the Customer and grant exclusive use of the Customer Fibers to Customer for the Service Order Term as more particularly described in the applicable Service Order, following the delivery and Acceptance of the Customer Fibers.

- (a) Direct Local Transport Service is a Private Line Service provided on a two-point basis between the following locations:
 - (i) a Customer designated premises; and
 - (ii) a Company designated POP and a Customer designated POP
- (b) Direct Local Transport Service is provided only where facilities are available and is subject to the technical limitations of the digital equipment used by the Company. If equipment, new facilities or changes to existing facilities are required for the provision of this service, a special construction charge will apply in addition to the rates for Direct Local Transport Service.
- (c) Direct Local Transport Service is a service for the transmission and switching of digital signals and uses digital transmission facilities.
- (d) Direct Local Transport Service is furnished on a full-time basis, 24 hours a day, seven days a week.
- (e) Dark Fiber.

SECTION 2 - DESCRIPTION OF SERVICES, Continued

2.2 Interoffice Local Transport Services

2.2.1. Description

- A. Metro Fiber Service is a Private Line Service provided on a multi-point basis under the following conditions:
1. Provided to locations and facilities designated by the Customer in the Service Order as Customer secured facilities.
 2. The delivery point of the Fiber will survive the Term of the Service Order and is defined as the end of the Fiber tested and delivered to the Customer at the designated point described in the Service Order.
 3. Warranties and outage credits are maintained in Section 13 with the understanding that Customer will insure delivered Fibers are protected and modifications to the Fiber(s) that have been tested and accepted will result in default of any all warranties and outage credits.
 4. Dark Metro Fiber is accepted by the Customer as a Customer Monitored service and is managed under Section 13 for the reporting of outages and reimbursed according to Section 13 for credits.
 5. The service is provided using several methods including but not limited to new construction or the use of an existing network, whether dependent or independent of the Incumbent Local Exchange Carrier and the assigned rights of way. This includes similar relationships with any and all other approved local carriers.
- B. Interoffice Local Transport Service is a Private Line Service provided on a two-point basis only between the following locations within an Incumbent Local Exchange Carrier's Local Service Area.
1. Customer designated premises via a Company designated point of presence.
 2. A Customer designated premises and a Company designated point of presence.
 3. Company designated points of presence.
 4. Company designated points of presence and a Customer designated serving wire center.
- C. Interoffice Local Transport Service is provided only where facilities are available and is subject to the technical limitations of the digital equipment used by the Company. If such equipment, new facilities or changes to existing facilities are required for the provision of this service, a special construction charge will apply in addition to the rates for Interoffice Local Transport Service.

SECTION 2 - DESCRIPTION OF SERVICES, Continued

2.2 Interoffice Local Transport Services, Continued

2.2.1. Description, Continued

- D. Interoffice Local Transport Service is a service for the transmission of digital signals, switching and uses only digital transmission facilities.
- E. Interoffice Local Transport Service is furnished on a full-time basis, 24 hours a day, seven days a week.
- F. Interoffice Local transport Service is available in Lit (Optical Wavelength, Ethernet), and Dark Fiber.

2.3. Collocation Service

2.3.1 General

Collocation Service allows a Customer to place Customer's telecommunications equipment in designated locations on the Company's premises, and in Company's collocation spaces in LEC and other offices, conditions permitting. Collocation Service is subject to the availability of appropriately sized and located space at such locations. The prices, terms and conditions of collocation shall be negotiated between the Company and Customer on a site-specific basis. The Company shall provide space that is appropriately conditioned for Customer's equipment, as well as primary and backup power, HVAC, and cross-connections to Company telecommunications equipment.

Consistent with the provisions of the Company's interconnection agreements with LECs and/or LECs' collocation tariffs, Customer may also place its equipment in the Company's collocation spaces and/or collocation arrangements provided by other third parties. Such collocation shall be subject to space availability, and to all the constraints and requirements imposed by the owner of the space at the location where the collocation occurs.

2.3.2 Rates, Terms and Conditions

Rates, Terms and Conditions for collocation service shall be provided pursuant to an ICB.

SECTION 2 - DESCRIPTION OF SERVICES, Continued

2.4 Custom Network Engineering Designs and Special Construction

2.4.1 General

Special Custom Network Engineering Designs, construction or arrangement of facilities may be undertaken on a reasonable efforts basis at the request of the Customer, and upon a determination by the Company that such charges should apply in that particular instance. Custom Network Engineering Designs and Special Construction are undertaken where:

- A. facilities are not presently available and an extension of service is required;
 - 1. An extension of service means any construction or installation of plant and/or facilities to convey service from existing and/or new plant or facilities to a Customer. Plant and/or facilities consists of equipment, including wires, cable and poles.
 - 2. When the Company receives a request for service that requires an extension of service it will determine whether the applicant is located in an area not designated for growth by checking the Smart Growth Locator and State Plan Quad file.
 - 3. The Company will not pay for or contribute financially to any portion of an extension that will serve an area not designated for growth unless the area was determined to be exempt under the NJBPU's regulations governing extensions for new service pursuant to N.J.A.C. 14:3-8-2.
- B. type of service is of a type other than that which the Company would normally utilize in the furnishing of its service;
- C. the service is requested over a route other than that which the Company would normally utilize in the furnishing of its Service(s);
- D. the service is in a quantity greater than that which the Company would normally provide;
- E. service is requested on an expedited basis;
- F. service is requested on a temporary basis until permanent facilities are available;
- G. the service requested involves abnormal costs; or
- H. service is requested in advance of the Company's normal construction schedule.

SECTION 2 - DESCRIPTION OF SERVICES, Continued

2.4 Custom Network Engineering Designs and Special Construction, Continued

2.4.2 Rates, Terms and Conditions, Continued

- A. The rate for Customers with existing Fiber used in or as part of an existing 11:11 Systems, Inc. backbone network serving no more than two (2) buildings or sites shall be calculated based on the individual factors associated with the network. Rates for fiber will be calculated on an Individual Case Basis.

Rates for Customers with existing Fiber used in or as part of an existing 11:11 Systems, Inc. backbone network serving more than two (2) buildings or sites shall be provided pursuant to an ICB as set forth in a Service Order.

- B. The maximum rate for a Municipal or County Agency to connect a building to an existing 11:11 Systems, Inc. backbone network facility that is located within the jurisdiction of such agency and a portion of which is already leased to another Municipal or county Agency, shall be established via ICB to such Municipal or County Agency per Fiber pair. 1. Non-recurring installation charges for a Municipal or County Agency shall be provided ICB.
- C. Lit Fiber services may be provided pursuant to an ICB as set forth in a Service Order.
- D. Rates, Terms and Conditions for custom network engineering designs and new construction shall be provided pursuant to an ICB as set forth in a Service Order.
- E. The Lease Term shall be as set forth in the applicable Service Order.
- F. The maximum rate for service calls (excluding installation) shall be per ICB plus an additional charge established by ICB per technician, per hour.

SECTION 2 - DESCRIPTION OF SERVICES, Continued

2.5 Time and Materials Service

2.5.1 General

This service provides for the Time and Materials charges associated with the installation, maintenance, testing and repair of equipment and facilities not provided by the Company or deemed to be non-standard or non-routine.

The Company shall have no responsibility for maintenance and repair of any kind with respect to equipment and facilities not provided by the Company. The Company will charge the Customer time and materials plus charges described in Section 5.2 for any maintenance visits with respect to service problems that are determined to arise from equipment or facilities not provided by the Company.

When a Customer submits a trouble report to the Company for clearance and no trouble is found in the Company's facilities, the Customer shall be responsible for payment of Time and Materials charges as listed in Section 2.5.2 for the period of time from when the Company personnel were dispatched to the Customer's premises to when the work is completed. Failure of Company personnel to find trouble in Company facilities will result in no charge if the trouble is actually in those facilities, but not discovered at the time. If the Customer, after being informed that the trouble is not in Company facilities, wishes to have the maintenance work performed by Company, and the Company agrees to perform the work, the Time and Materials charges listed herein shall apply.

At the Customer's request, installation and/or maintenance may be performed outside the Company's regular business hours or in hazardous locations. In such cases Time and Materials charges will apply. If installation is started during regular business hours but, at the Customer's request, extends beyond regular business hours into time periods including, but not limited to, weekends, holidays, and/or night hours, additional charges may apply.

2.5.2 Time and Material Charges

Standard charges for Time and Materials Service shall be as set forth in a Service Order or as set forth below.

A. Time:

For services performed during normal working hours (9 a.m. to 5 p.m. M-F): \$225 per hour per technician.

For services performed at other times: \$375 per hour per technician.

B. Materials:

Charges for materials used in connection with Time and Materials Services shall be based on Company's costs plus an administrative overhead of 15% or otherwise as established by ICB.

SECTION 2 - DESCRIPTION OF SERVICES, Continued

2.6. Special Conditions Applicable to All Service(s)

2.6.1 Application of Rates

The regulations set forth in this Section govern the application of rates contained in Sections 2.1 through 2.5 of this Service Guide.

A. Rates Based on Distance

Where the charges for service are specified based upon distance, the following rule applies: Distance between two points is measured as the Fiber miles between the origination point and the termination point of the circuit.

B. Other Rates

Other rates shall be in accordance with ICB as set forth in a Service Order.

2.6.2 Limitations

Pricing shall apply to retail Customers only and shall not apply to other carriers or the provision of Fiber for resale.

2.6.3 Cancellation of Order

A Customer may cancel an order within 24 hours of executing such a Service Order via fax to the Company's principal fax number of:

Fax: 925-380-5966
11:11 Systems, Inc
Attention: President & CEO

Upon receipt by the Company of such cancellation, the order will be canceled and applicable charges will apply. If an order is canceled according to this Section 6.2(A), the Customer will be billed a flat cancellation fee of \$10,000 or the actual incurred costs by the Company, whichever is greater.

B. Additional provisions and/or charges relating to cancellation of orders may apply and are set forth in Section 19 if cancellation notice is provided after the 24-hour cancellation period.

SECTION 3 – TERMS AND CONDITIONS, Continued

3.1. Contracts

Given the unique nature of Customer needs and Company offerings to meet those needs, the Company and Customers generally agree to ICB service offerings. The Company and Customers can enter into contracts for all Service(s) offered by the Company. The terms and conditions of each contract offering are subject to this Service Guide, except that bills shall be rendered annually, monthly, bi-monthly, or quarterly and shall be pro-rated pursuant to N.J.A.C.14:3-7.11. Such contract offerings will be made available to similarly situated Customers in substantially similar circumstances.

3.2. Establishment and Re-establishment of Credit

The Company may require Customers or potential Customers to provide information pertaining to their financial ability to pay for service. In order to establish credit, the Company may require an applicant or Customer to demonstrate good paying habits by showing that the applicant or Customer:

Was a customer of a utility for at least twelve (12) months within the proceeding two (2) years;
Does not currently owe any outstanding bills for utility service to a utility doing business in New Jersey;
Did not have service disconnected for nonpayment of a utility bill during the last twelve (12) months that service was provided; and

Did not fail, on more than two occasions during the last twelve (12) months that service was provided, to pay a utility bill when it became due.

3.3. Advance Payments, Deposits, and Guarantors

3.3.1 Advance Payments

At the time an application for service is made through a Service Order agreement, an applicant may be required to pay an amount equal to one month's service charges and/or the service connection and/or equipment charges which may be applicable as well as any nonrecurring charges for any required special construction, or such other amount as is established by ICB. The amount of the first month's service is accepted as a non-recurring installation cost and credited to the Customer's account on the first bill rendered.

3.3.2 Deposits

- A. Requirement: The Company may, at its sole discretion, require an applicant or an existing Customer to post a guarantee for the payment of charges as a condition to receiving service or additional Service(s). The deposit shall be handled in accordance with the requirements set forth at N.J.A.C.14:3-7.1 through 14:3-7.5. The Company reserves the right to review an applicant's or a Customer's credit history at any time to determine if a deposit is required.
- B. Nondiscrimination: Deposits will not be required by the Company based on race, sex, creed, national origin, marital status, age, number of dependents, condition of physical handicap, source of income, or geographical area of business.

SECTION 3 – TERMS AND CONDITIONS, Continued

3.3. Advance Payments, Deposits, and Guarantors, Continued

3.3.2 Deposits, Continued

- C. Amount: The amount of a deposit shall be reasonably related to the probable charge for service during a billing period based upon the average monthly charge over an estimated twelve-month service period increased by one month's average bill. If the amount of the deposit is insufficient, the Company may require an additional deposit.
- D. Interest: Deposits will accrue simple interest at a rate determined by the Board. Interest payments on deposits shall be made at least once during each twelve-month period in which a deposit is held and shall take the form of credits on bills toward the service rendered or to be rendered.
- E. Refund upon Discontinuance: Upon discontinuance or termination of service, the Company will credit the deposit to the charges stated on the final bill. The balance, if any, will be returned to the Customer within 30 days of rendition of the final bill, and will not include any interest on the deposit.
- F. Refund after Satisfactory Payment: After prompt and timely payment of all charges for 12 consecutive billing periods, within 30 days, the Company will refund the deposit to the Customer by crediting the deposit to the Customer's bill or by issuing a separate check. The refund will not include interest. Payment of a charge is satisfactory if received prior to the date that the charge becomes delinquent provided that it is not returned for insufficient funds or closed account.
- G. Conditions under which a deposit shall not be required:
 - 1. If the applicant provides a satisfactory credit history acceptable to the Company, a deposit shall not be required. Credit information contained in the applicant's account record may include, but shall not be limited to, account established date, 'can-be-reached' number, name of employer, employer's address, Customer's driver's license number or other acceptable personal identification, billing name, and location of current and previous Service. Credit cannot be denied for failure to provide a social security number.
 - 2. A co-signer or guarantor may be used, provided the co-signer or guarantor has acceptable credit history with the Company or another acceptable local exchange carrier.
 - 3. The Company cannot refuse a deposit to establish credit for service. However, it may request that the deposit be in cash or other acceptable form of payment (e.g., cashier's check, money order, bond, letter of credit, etc.).

SECTION 3 – TERMS AND CONDITIONS, Continued

3.4. Notices and Communications

3.4.1. Notice by the Company:

Unless otherwise provided, any notice by the Company to the Customer or to the Customer's authorized representative will be given in writing either by facsimile or by written notice mailed to the Customer's or the authorized representative's last known address. The Company may provide verbal notice to a Customer or to an authorized representative thereof only in emergencies, where a delay may result in impaired service or a hazard to a Customer. All notices and other communications of either party, and all bills mailed by the Company, shall be presumed to have been delivered to the other party on the third business day following the placement of the notice, communication or bill with the U.S. Mail or a private delivery service, prepaid and properly addressed, or when actually received or refused by the addressee, whichever occurs first. Notices delivered by facsimile shall be deemed to have been delivered upon receipt of confirmation of transmission.

3.4.2. Notice by the Company Regarding Change in Ownership:

The Company will notify Customer in writing of a change in ownership or identity of the Company on the Customer's next monthly billing cycle.

3.4.3. Notice by Customer:

Unless otherwise provided in this Service Guide or the rules or regulations of the NJBPU, any notice by the Customer or its authorized representative may be given verbally to the Company at the Company's business office or by written notice mailed to the Company's business office.

3.4.4. The Company or the Customer shall advise the other party of any changes to the addresses designated for notices, other communications or billing, by following the notice requirement set forth herein.

SECTION 3 – TERMS AND CONDITIONS, Continued

3.5. Rendering and Payment of Bills

- 3.5.1 Charges for Service(s) shall be set forth on the applicable Service Order.
- 3.5.2 Except as otherwise provided in the Service Order, recurring charges will be invoiced on a monthly basis in advance and non-recurring charges will be due upon acceptance of the Service Order. If the Service Commencement Date (as defined herein) for any Service falls on a date other than the first day of any month, the first invoice will consist of: (a) any non-recurring charges, (b) the pro-rata portion of the applicable recurring monthly charge covering the period from the Service Commencement Date to the first day of the following month, and (c) the recurring monthly charge for the following month.
- 3.5.3 In the event an amended Service Order is executed by the Parties that affects monthly recurring charges, the new monthly recurring charges will become effective on the first date of the next billing cycle after full acceptance and execution of the amended Service Order.
- 3.5.4 Upon request, Customer agrees to provide credit references or other information reasonably required by 11:11 Systems, Inc. to determine credit worthiness and the ability to make the requisite payments when due in connection with the Service(s) provided under this Service Guide. 11:11 Systems, Inc. reserves the right to impose a security deposit, where appropriate, in accordance with Section 3.3 herein. In the event of a material adverse change in Customer's credit-worthiness, 11:11 Systems, Inc. shall have the right to demand a security deposit or additional security, in accordance with Section 3.3 herein. Failure to provide such security deposit or additional security by the date set forth in a demand notice for such security shall be deemed an Event of Default.
- 3.5.5. Invoiced amounts are payable according the Service Order agreement and, except for State, county or municipal government entities, are subject to a late payment charge of 1.5% per month or the highest rate legally permissible, whichever is less, calculated from the Due Date thereof, in addition to any other remedies 11:11 Systems, Inc. may have available under this Service Guide or by law or equity. Notwithstanding anything in this Service Guide to the contrary, no payment due under this Service Guide or in accordance with a Service Order shall be subject to reduction, set-off or adjustment of any nature by the Customer, except as is specifically provided in this Service Guide or in the Service Order. In no event shall the malfunction or non-operation of Customer's interconnecting equipment (including local access when such Party is responsible therefore) relieve Customer of its obligation to pay for Service(s), unless such malfunction or non-operation is the direct result of 11:11 Systems, Inc.'s gross negligence or willful misconduct.

SECTION 3 – TERMS AND CONDITIONS, Continued

3.6. Billing Disputes

- 3.6.1 All disputes or requests for billing adjustments should be submitted in writing with reasonable detail to 11:11 Systems, Inc. within sixty (60) days after the usage period for the applicable Service(s). Any incorrect bills shall be handled in accordance with N.J.A.C. 14:10-2.2(b)-(f) back billing. 11:11 Systems, Inc. agrees to use reasonable best efforts to resolve the dispute within thirty (30) days of receipt of proper documentation, which at a minimum shall contain a detailed explanation as to the dispute or request for billing adjustment. Any amounts that are determined to be in error or not in compliance with this Service Guide will be adjusted on the next month's invoice. Any disputed amounts that reasonably, in good faith and supported by reasonable documentation, are deemed to be correct as billed and in compliance with this Service Guide, will be due and payable (if not previously paid), upon notification and demand by 11:11 Systems, Inc.. Disputes will not be cause for Customer to delay payment of any undisputed balance.
- 3.6.2 The Customer is responsible for the payment of all state sales tax, federal excise tax, state 911 surcharge and any federally mandated surcharges, such as; the Federal Universal Service Fund Surcharge, FCC Subscriber Line Charge, and Local Number Portability Surcharge imposed on or based upon the provision, sale or use of Network Services. All taxes are listed as separate line items on the Customer's bill and are not included in the quoted rates and charges set forth in this Service Guide.

SECTION 3 – TERMS AND CONDITIONS, Continued

3.7. Warranties, Outage Credit and Restoration of Service/Limitations of Liability

- 3.7.1 Company warrants that the Service(s) will be provided and will operate in accordance with current prevailing telecommunications industry standards.
- 3.7.2 Customer acknowledges the possibility of an unscheduled, continuous and/or interrupted period of time when the Service(s) or a portion of the Service(s) may not be 'available' (hereafter an 'Outage'). In such instance the Customer shall call an assigned toll free number with an authorization number and shall identify himself/herself as having the requisite authority to request assistance. Technicians will then be dispatched and shall arrive within two hours of the initial call. Fibers at the Customer's facility will be tested and a determination of Fiber break/non-performance will be established as specified in the Service Order form. If Fibers are determined to be operating at levels less than specified in the Service Order form, technicians will continue to work with the Customer to reestablish Service Order standards. The Customer understands and acknowledges that Fiber break/non-performance can be due to an act of nature, which would prohibit Company technicians from accessing Fiber for repair until deemed safe by fire, police or other safety officials. In the event Fibers are deemed to be operational upon testing in accordance with the standards set forth on the Service Order form, the Customer will be permitted an allowance of one call free of charge during the Lease Term. Additional calls which result in Fiber testing as specified in the Service Order will be charged to the Customer at the rate of \$3,500.00 per call. In the event of an Outage, Customer shall be entitled to a credit (the 'Outage Credit') which shall be calculated as set forth below. An Outage shall be deemed to have commenced upon verifiable notification thereof by Customer to 11:11 Systems, Inc., or, when indicated by network control information actually known to 11:11 Systems, Inc. network personnel, whichever is earlier. Each Outage shall be deemed to terminate upon restoration of the affected Service(s) as evidenced by appropriate network tests by 11:11 Systems, Inc. 11:11 Systems, Inc. shall give reasonable notice to Customer of any scheduled maintenance, and Customer acknowledges and agrees that any such scheduled maintenance shall under no circumstance be deemed as an Outage hereunder.

Interruption of 24 hours or less	Interruption Period to be Credited
Fewer than 8 hours	none
8 hours and more	1 day

Two or more interruptions of 15 minutes or more during any one 24-hour period shall be considered as one interruption.

Interruption over 24 hours:

Interruptions over 24 hours will be credited 1 day for each 3-hour period or fraction thereof. No more than one full day's credit will be allowed for any 24-hour period.

- 3.7.3 Outage Credits shall not be granted if the Outage is due to a problem or defect in Customer's facilities or equipment, or its agents' or contractors' facilities or equipment, nor shall Outage Credits be granted if an Outage is caused by Customer, its employees, agents or contractors.
- 3.7.4 Except as otherwise provided in the Service Order, all Outage Credits shall be credited on the next monthly invoice for the affected Service(s) or portion thereof after receipt of Customer's request for credit. In no event shall the total of all Outage Credits applicable to or accruing in any given month exceed the amount payable by Customer to 11:11 Systems, Inc. for such monthly Service(s).

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SECTION 3 – TERMS AND CONDITIONS, Continued

3.7. Warranties, Outage Credit and Restoration of Service/Limitations of Liability, Continued

- 3.7.5 The Outage Credit described in this Section shall be the sole and exclusive remedy of Customer in the event of any Outage. Under no circumstance shall an Outage be deemed an Event of Default under this Service Guide or a Service Order.
- 3.7.6 If an Outage continues for a consecutive period of thirty (30) days or more, following notice to the Company, Customer may, upon ten (10) days written notice, elect to terminate the affected Service(s) or portion thereof under the applicable Service Order without further liability to either Party, except for charges incurred by Customer prior to termination, provided that the Outage is not cured within such ten (10) day period.
- 3.7.7 THE WARRANTIES CONTAINED IN THIS SERVICE GUIDE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESS, IMPLIED OR STATUTORY, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY, NON-INFRINGEMENT, COMPLETENESS, QUALITY OR FITNESS FOR A PARTICULAR PURPOSE. THE COMPANY HEREBY SPECIFICALLY DISCLAIMS ANY LIABILITY TO CUSTOMER FOR INTERRUPTIONS AFFECTING THE SERVICE(S) OR FACILITIES FURNISHED UNDER THIS SERVICE GUIDE THAT ARE ATTRIBUTABLE TO CUSTOMER'S INTERCONNECTION FACILITIES (AS DEFINED IN THE APPLICABLE SERVICE ORDER), CUSTOMER'S EQUIPMENT FAILURES, CUSTOMER'S BREACH OF THIS SERVICE GUIDE, OR TO CUSTOMER'S CUSTOMERS, SUBCONTRACTORS OR VENDORS, OR ANY THIRD PARTY'S ACTS OR OMISSIONS.
- 3.7.8 IN NO EVENT WILL 11:11 SYSTEMS, INC. OR ANY OF ITS OFFICERS, DIRECTORS, EMPLOYEES, PARTNERS, INVESTORS, PARENTS, SUBSIDIARIES OR AFFILIATES BE LIABLE TO THE CUSTOMER OR ANY OF ITS OFFICERS, DIRECTORS, EMPLOYEES, PARENTS, SUBSIDIARY OR AFFILIATES, CUSTOMERS OR TO ANY THIRD PARTY FOR: (a) ANY LOSS OF PROFIT OR REVENUE, OR FOR ANY INDIRECT, CONSEQUENTIAL, INCIDENTAL, PUNITIVE OR SIMILAR OR ADDITIONAL DAMAGES, WHETHER INCURRED OR SUFFERED AS A RESULT OF UNAVAILABILITY OF SERVICE(S) OR FACILITIES, PERFORMANCE, NON-PERFORMANCE, TERMINATION, BREACH, OR OTHER ACTION OR INACTION UNDER THIS SERVICE GUIDE, OR FOR ANY OTHER REASON, EVEN IF CUSTOMER ADVISES COMPANY OF THE POSSIBILITY OF SUCH LOSS OR DAMAGE; OR (b) FOR ANY OUTAGE OR INCORRECT OR DEFECTIVE TRANSMISSIONS, OR ANY DIRECT OR INDIRECT CONSEQUENCES THEREOF, EXCEPT AS SPECIFICALLY PROVIDED IN THIS SECTION WITH REGARD TO OUTAGE CREDITS.
- 3.7.9 NOTWITHSTANDING ANYTHING IN THIS SERVICE GUIDE TO THE CONTRARY: (a) CUSTOMER AGREES THAT ITS SOLE REMEDY IN THE EVENT OF ANY BREACH OF THE WARRANTIES DESCRIBED IN THIS SERVICE GUIDE WILL BE THE OUTAGE CREDITS IN THIS SERVICE GUIDE AND, (b) IN NO EVENT WILL THE CUMULATIVE LIABILITY OF THE COMPANY UNDER A SERVICE ORDER, INCLUDING ANY OUTAGE CREDITS, EXCEED THE TOTAL PAYMENTS PAID BY CUSTOMER TO 11:11 SYSTEMS, INC. UNDER THE APPLICABLE SERVICE ORDER.

SECTION 3 – TERMS AND CONDITIONS, Continued

3.7. Warranties, Outage Credit and Restoration of Service/Limitations of Liability, Continued

3.7.10 CUSTOMER UNDERSTANDS AND ACKNOWLEDGES THAT 11:11 SYSTEMS, INC. WILL NOT BE LIABLE TO THE CUSTOMER OR ANY THIRD PARTY FOR: (a) ANY ACT OR OMISSION OF THE CUSTOMER, ITS CONTRACTORS, EMPLOYEES OR AGENTS (INCLUDING DELAYS FOR FAILURE TO OBTAIN CUSTOMER APPROVALS), ITS CUSTOMERS OR ANY CARRIER OTHER THAN 11:11 SYSTEMS, INC.; (b) ANY CLAIMS OR ACTIONS RELATED TO DEFAMATION, COPYRIGHT OR TRADEMARK INFRINGEMENT, OR THE VIOLATION OF ANY THIRD PARTY RIGHTS, ARISING FROM USE OF THE SERVICE(S) OR FACILITIES; (c) INFRINGEMENT OF PATENTS ARISING FROM COMBINING OR USING CUSTOMER-PROVIDED FACILITIES WITH 11:11 SYSTEMS, INC.'S SERVICE(S) OR FACILITIES WHERE 11:11 SYSTEMS, INC.'S SERVICE(S) OR FACILITIES WOULD POSE NO INFRINGEMENT IN THE ABSENCE OF SUCH COMBINATION OR USE; OR (d) ANY UNAUTHORIZED USE OF THE SERVICE(S) OR FACILITIES. THE CUSTOMER AGREES TO INDEMNIFY AND HOLD 11:11 SYSTEMS, INC. HARMLESS FROM ANY AND ALL COSTS, EXPENSES AND OR LIABILITY, INCLUDING LEGAL FEES, ARISING FROM ANY CLAIM, INCIDENT, OR LAWSUIT, THREATENED OR PURSUED, IN CONNECTION WITH CUSTOMER'S USE OF THE SERVICE(S) PROVIDED BY 11:11 SYSTEMS, INC.

3.7.11 The provisions of this Section shall survive the expiration or termination of the term of any Service Order.

3.7.12 Company may disconnect Service(s) for non-payment, in accordance with the terms hereof, of the Customer's bill, subject to any applicable Board regulations regarding disconnection of service. Service shall be restored when the conditions under which Service(s) were disconnected are corrected and upon payment of all proper charges due from the Customer as provided in this Service Guide or the applicable Service Order. The Customer may restore service by full payment in any reasonable manner, including by certified check. However, the Company may refuse to accept a personal check if a Customer's check for payment of service has been dishonored, except for reasons due to bank error, within the last twelve months. There shall be a three thousand dollar (\$3,000.00) charge for restoration of service after disconnection, unless there is another rate specified by ICB; if, however, the equipment necessary for service has been removed, a full installation/connection fee will apply.

The Company reserves the right to refuse to re-establish service to the Customer if service was disconnected due to reasons of fraud, tampering with equipment, violations of rules and regulations, or similar reasons.

3.7.13 Notwithstanding any other provision of this Service Guide, credit allowances for interruptions of service caused by or attributable to Unbundled Network Element Loops shall be limited to the allowance provided by the underlying LEC. The Company will pass through such allowance to Customer.

SECTION 3 – TERMS AND CONDITIONS, Continued

3.7. Warranties, Outage Credit and Restoration of Service/Limitations of Liability, Continued

3.7.14 Limitations on Allowances

No credit allowance will be made for:

- A. Outages due to noncompliance with the provisions of this Service Guide by the Customer, an Authorized User, joint user, and other common carrier providing service connected to the service of the Company;
- B. Outages due to the negligence of any person other than the Company, including but not limited to the Customer and other common carriers connected to the Company's facilities;
- C. Outages due to the failure or malfunction of non-Company equipment;
- D. Outages during a period in which the Company is not given full and free access to its facilities and equipment for the purpose of investigating and correcting interruptions;
- E. Outages during a period in which the Customer continues to use the service on an impaired basis;
- F. Outages during any period when the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements;
- G. Outages due to circumstances or causes beyond the control of the Company;
- H. Outages that occur or continue due to the Customer's failure to authorize replacement of any element of special construction; or
- I. Outages that are not reported to the Company within 30 days of the date that service was affected.

SECTION 3 – TERMS AND CONDITIONS, Continued

3.8. Repairs and Changes to Facilities

- 3.8.1 The Company shall have the right to make necessary repairs or changes to its facilities at any time and will have the right to suspend or interrupt Service(s) temporarily for the purpose of making the necessary repairs or changes to its system. When such suspension or interruption of Service(s) for any appreciable period is necessary, the Company will give the Customers who may be affected reasonable notice thereof as circumstances will permit, and will prosecute the work with reasonable diligence, and, if practicable, at times that will cause the least inconvenience.
- 3.8.2 When the Company is repairing or changing its facilities, it shall take appropriate precautions to avoid unnecessary interruptions of Customers' Service(s).
- 3.8.3 The use and restoration of service in emergencies shall be in accordance with Part 64, Subpart D of the Federal Communications Commission's Rules and Regulations.

3.9 Service Connections and Facilities on Customer's Premises

- 3.9.1 Service(s) furnished by the Company may be interconnected with Service(s) or facilities of other authorized communications common carriers and with private systems, subject to the technical limitations established by the carrier. Service(s) furnished by the Company is not part of a joint undertaking with such carriers.
- 3.9.2 Interconnection with the facilities or Service(s) of other carriers shall be under the applicable terms and conditions of the other carrier's tariffs or other applicable terms. Customer is responsible for taking all necessary legal steps for interconnecting its Customer-provided terminal equipment or communications systems with the other carrier's facilities. Customer shall secure all licenses, permits, rights-of-way, and other arrangements necessary for such interconnection.
- 3.9.3 The Company's facilities and Service(s) may be used with or terminated in Customer-provided terminal equipment or communications systems. Such terminal equipment shall be furnished and maintained at the expense of Customer, except as otherwise provided. Customer is responsible for all costs at its premises, including but not limited to personnel, wiring, electrical power, and the like, incurred in the use of the Company's service. When such terminal equipment is used, the equipment shall comply with the generally accepted minimum protective criteria standards of the telecommunications industry.

SECTION 3 – TERMS AND CONDITIONS, Continued

3.10 Limitations of Service

- 3.10.1 Service(s) is offered subject to the availability of the necessary facilities and/or equipment and subject to the provisions of this Service Guide. The Company may decline applications for Service(s) to or from a location where the necessary facilities or equipment are not available. The Company may discontinue furnishing service in accordance with the terms of this Service Guide, the Service Order or NJBPU regulations.
- 3.10.2 The Company reserves the right to discontinue or limit Service(s) when necessitated by conditions beyond its control (examples of these conditions are more fully set forth elsewhere in this Service Guide), or when Service(s) is used in violation of provisions of this Service Guide, the law or a Service Order.
- 3.10.3 The Company does not undertake to transmit messages, but offers the use of its Service(s) when available, and, as more fully set forth elsewhere in this Service Guide, shall not be liable for errors in transmission or for failure to establish connections.
- 3.10.4 The Company reserves the right to discontinue Service(s), limit Service(s), or to impose requirements as required to meet changing regulatory or statutory rules and standards, or when such rules and standards have a material adverse effect on the business or economic feasibility of providing Service(s), as determined by the Company in its reasonable judgment.
- 3.10.5 The Company reserves the right to refuse an application for service made by a present or former Customer who is indebted to the Company for Service(s) previously rendered pursuant to this Service Guide or a Service Order until the indebtedness is satisfied.

SECTION 3 – TERMS AND CONDITIONS, Continued

3.11 Service(s) and Targeted Completion Date

- 3.11.1 11:11 Systems, Inc. shall use its commercially reasonable efforts to provide during the Term the Service(s) identified in a Service Order, in accordance with the terms thereof, which may include but are not limited to Metro Dark Fiber dedicated leased lines and/or circuits and/or capacity, Lit managed network Service(s), point to point dark Fiber and ancillary Service(s), pursuant to the terms and conditions set forth herein or in a Service Order.
- 3.11.2 Service(s) shall be ordered on 11:11 Systems, Inc.'s standard Service Order form and shall include, at a minimum, the charges, a Targeted Completion Date and any additional terms and conditions required to deliver the Service(s).
- 3.11.3 Customer shall have the right to use the Service(s) during the Term for any lawful purpose, consistent with the terms and conditions set forth in this Service Guide and any applicable Service Order(s) and Exhibits.
- 3.11.4 Notwithstanding the delivery of the Service(s), Company retains exclusive legal title to the Service(s) and the rights to use, control, operate and maintain the Company's network for Customer's use during the Term.
- 3.11.5 Notwithstanding the delivery of the Customer Fibers for Customer's use during the Service Order Term, 11:11 Systems, Inc. retains the exclusive legal title to the Customer Fibers and the rights to use, control, operate and maintain the 11:11 Systems, Inc. Network. 11:11 Systems, Inc. shall also retain and have the exclusive right and obligation to establish, administer and maintain any applicable rights-of-way agreements in accordance with their terms.
- 3.11.6 Customer shall have the exclusive right to use the Customer Fibers solely for its own use during the Term for any lawful purpose, consistent with the terms and conditions set forth in this Service Guide, any applicable Service Order, and any applicable Customer Approvals or Required Rights.
- 3.11.7 11:11 Systems, Inc. shall not be responsible for any delay or failure to deliver the Customer Fibers under any Service Order or the provision of the Service(s) thereunder due to Customer's failure to obtain Customer Approvals or otherwise comply with the provisions of this Service Guide or any applicable Service Order.
- 3.11.8 This Service Guide, together with an executed Service Order, shall govern the provision of Service(s) by 11:11 Systems, Inc.
- 3.11.9 Customer shall obtain, at its sole cost and expense, all necessary Customer Approvals required to deliver to a Fiber distribution panel, pull box or splice point or other termination point as agreed by the Parties and set forth in the Service Order, to the Customer demarcation point.
- 3.11.10 11:11 Systems, Inc. will use its reasonable commercial efforts to deliver the Service on or before the Targeted Completion Date(s) but the failure to deliver the Service(s) by such date shall not be an Event of Default under this Service Guide or a Service Order. The Targeted Completion Date(s) shall be extended for the appropriate period as may be necessary as a result of events of Force Majeure or any acts, omissions or delays by Customer, its employees, agents, or contractors, including but not limited to, delays in obtaining any necessary Customer Approvals.

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SECTION 3 – TERMS AND CONDITIONS, Continued

3.11 Service(s) and Targeted Completion Date, Continued

3.11.11 Absent events of Force Majeure, events of Termination in accordance with Section 19 or an Event of Default pursuant to Section 19 or delays attributable to Customer, its employees, agents, servants or contractors, if 11:11 Systems, Inc. fails to deliver the Service(s) on or before one hundred eighty (180) days after the Targeted Completion Date(s) set forth in a particular Service Order, Customer shall have the right, in Customer's sole discretion and as its sole and exclusive remedy, to terminate the Service Order in writing and such termination shall be Customer's sole remedy hereunder, with neither party having any obligation under such Service Order.

3.12. Term of Service Orders

3.12.1 The Term of any Service Order shall be effective between the Parties as of the Service Commencement Date and shall remain in effect until the expiration or earlier termination of any applicable Service Order, unless earlier terminated by either Party in accordance with the terms of the Service Order or this Service Guide.

3.12.2 The initial term of a Service Order shall be set forth therein (the "Initial Service Order Term"). Unless otherwise set forth in the Service Order, upon the expiration of the Initial Service Order Term, provided Customer is not in default, the Service Order will automatically be extended for a one (1) year term with the rate being increased by 6% annually thereafter (the "Renewal Service Order Term"), unless Customer or 11:11 Systems, Inc. notifies the other Party in writing of its intent to not renew the Service Order at least ninety (90) days before expiration of the Initial Service Order Term or any Renewal Service Order Term. The Initial Service Order Term and the Renewal Service Order Term are referred to hereafter as the "Service Order Term."

3.12.3 The term for any Service Order and the Service Order Term are referred to as the "Term."

SECTION 3 – TERMS AND CONDITIONS, Continued

3.13 Termination Rights

- 3.13.1 If the Federal Communications Commission, a state or Public Utility or Service Commission, or a court of competent jurisdiction or other governmental entity issues a rule, regulation, law or order that has the effect of canceling, changing or superseding any term or provision of this Service Guide (collectively, “Regulatory Requirement”), then this Service Guide will be deemed modified to the extent necessary to comply with the Regulatory Requirement, unless such Regulatory Requirement adversely and materially affects a Party's rights or obligations under this Service Guide. In the event of an adverse and material change, the Parties agree to negotiate in good faith a mutually agreeable modification consistent with such Regulatory Requirement. If the Parties cannot agree to such modification within thirty (30) days after the Regulatory Requirement is effective, then upon written notice, either Party may, to the extent practicable, terminate that portion of a Service Order impacted by the Regulatory Requirement. For purposes of this Section, any Regulatory Requirement that results in substantial increased costs to provide the Service(s) shall be deemed to have an adverse and material effect.
- 3.13.2 Notwithstanding anything contained in this Service Guide or any Service Order to the contrary, 11:11 Systems, Inc. shall have the right to immediately suspend and/or terminate any or all Service(s) provided hereunder without notice to Customer if Customer uses or permits the use of the Service(s) for any unlawful purpose or in any unlawful manner, in a manner that threatens any person, or in a manner that interferes with or threatens the integrity of 11:11 Systems, Inc.'s telecommunications network or the networks of any third parties.
- 3.13.3 Customer may terminate any Service Order prior to the expiration of the applicable Service Order Term. However, the Parties acknowledge that this Service Guide and the prices set forth in the Service Order(s) are based on the provision of Service(s) for the entire Service Order Term. Accordingly, in the event Customer terminates a Service Order prior to expiration of the applicable Service Order Term for any reason except 11:11 Systems, Inc.'s breach of a material term of this Service Guide or Service Order which is not cured within thirty (30) days of Customer's written notice of such breach, Customer agrees to pay to 11:11 Systems, Inc. an Early Termination Fee equal to the remaining amount due under the Service Order through its full Term, payable in full within thirty (30) days of such termination, with interest to accrue at 1.5% monthly thereafter.

SECTION 3 – TERMS AND CONDITIONS, Continued

3.13 Termination Rights, Continued

3.13.4 Either Party (the “Non-Defaulting Party”) may terminate a Service Order, by written notice to the other Party (the “Defaulting Party”), immediately upon the Defaulting Party's receipt of such notice or such later date as specified in the notice, in any one of the following circumstances (each an “Event of Default”), and may seek any other legal remedies it may have under applicable law or principles of equity relating to such Event of Default, which other remedies shall be in addition to the right of termination provided herein.

The following shall constitute Events of Default:

- A. if a Defaulting Party fails to comply with any of the material terms and conditions of this Service Guide or a Service Order, including any payment obligations; provided, however, that except for a failure to pay monies when due hereunder, a Party shall not be in default under any Service Order unless and until the Non-Defaulting Party provides the Defaulting Party written notice of such default and the Defaulting Party shall have failed to cure the same within thirty (30) days after receipt of such notice or such longer period as the Non-Defaulting Party may authorize in writing (the “Cure Period”); provided, further, that where such default cannot reasonably be cured within such Cure Period, the Cure Period shall automatically be extended for such period of time as may be required to complete such curing, provided that the Defaulting Party proceeds promptly to use reasonable commercial efforts to cure the default with due diligence and provides written progress reports to the Non-Defaulting Party during any extension of the Cure Period. Any Event of Default may be waived at the Non-Defaulting Party's option. Upon the failure of the Defaulting Party to timely cure any such default within the Cure Period, the Non-Defaulting Party may pursue any legal remedies it may have under applicable law or principles of equity relating to such breach. Notwithstanding anything to the contrary in this Section or this Service Guide generally, the Cure Period applicable to a failure to pay monies when due under any Service Order shall be ten (10) days; or
- B. if a Defaulting Party (i) commences a voluntary case or other proceeding seeking liquidation, reorganization, or other relief with respect to itself or its debts under any bankruptcy, insolvency, or other similar law, now or hereafter in effect, or (ii) seeks the appointment of a trustee, receiver, liquidator, custodian, or other similar official of it or any substantial part of its property, or (iii) consents to any such relief or to the appointment of or taking possession by any such official in an involuntary case or other proceeding commenced against it, or (iv) makes a general assignment for the benefit of creditors, or (v) generally fails to pay its debts as they become due, or (vi) takes any corporate action to authorize any of the foregoing; or

SECTION 3 – TERMS AND CONDITIONS, Continued

3.13 Termination Rights, Continued

3.13.4. Continued

- C. if an involuntary case or other proceeding is commenced against the Defaulting Party seeking liquidation, reorganization or other relief with respect to it or its debt under any bankruptcy, insolvency, or other similar law now or hereafter in effect or seeking the appointment of a trustee, receiver, liquidator, custodian or other similar official of it or any substantial part of its property, and such involuntary proceeding shall remain undismissed and unstayed for a period of 60 days; or an order for relief is entered against the Defaulting Party.
- D. In the event of a bankruptcy, liquidation, reorganization, receivership or any other relief being sought under any bankruptcy, insolvency or other similar law or similar type of proceeding, the terms of this Service Guide hereto shall remain in full force and effect between the parties and shall survive such proceeding, as all parties recognize the impact of such proceeding upon the Customer's business operations and practices. Thus, in the event of such proceeding, the Customer shall be entitled to obtain an Order For Specific Performance of this Service Guide and it shall be accepted as an executory Contract by any Trustee in any such proceeding, including bankruptcy, receivership, reorganization or liquidation proceedings.

3.13.5 A waiver by a Non-Defaulting Party with respect to any particular Event of Default shall not be deemed a waiver of any other or subsequent Event of Default.

3.13.6. Notwithstanding the foregoing, delays caused by Force Majeure events pursuant to Section 23 (other than delays in connection with the payment of monies due) shall not constitute an Event of Default or provide a basis for termination under this Section 3.13.

3.13.7 In the event an applicable Service Order is terminated, Customer shall have no further right to use the Service(s), the Equipment, or the Customer Fiber and all lease and/or contractual rights under the Service Order are terminated. If applicable, Customer shall within thirty (30) days remove all Customer equipment without damaging 11:11 Systems, Inc. Facilities. If Customer has not removed its equipment within such thirty (30) day period, 11:11 Systems, Inc. shall have the right, but not the obligation, to remove the Customer equipment. 11:11 Systems, Inc. retains the right to remove all Customer equipment and Fiber in the facility upon termination. Customer shall permit 11:11 Systems, Inc. access to all the necessary facilities to disconnect Service upon termination. Any costs incurred by 11:11 Systems, Inc. in removing the Customer equipment shall be reimbursed by Customer within thirty (30) days after receipt of 11:11 Systems, Inc.'s invoice therefor. The foregoing remedy is in addition to any other remedy that may be available to 11:11 Systems, Inc. under this Service Guide, the applicable Service Order, at law or in equity. Nothing in this Service Guide shall be construed or implied to authorize Customer to remove any equipment or other facilities belonging to 11:11 Systems, Inc.

SECTION 3 – TERMS AND CONDITIONS, Continued

3.13 Termination Rights, Continued

3.13.8 Upon any material breach not cured after the expiration of all applicable notice and cure periods as set forth in Section 3.13.4(a), if any, the Non-Defaulting Party may at its sole option do any one or more of the following: (a) cease accepting or processing Service Orders and suspend any or all Service(s); (b) draw on any letter of credit, security deposit or other assurance of payment and enforce any security interest provided by the Defaulting Party; (c) terminate any Service(s) without further liability; (d) collect from the Defaulting Party an amount equal to any Early Termination Fee as set forth in this Service Guide or an applicable Service Order; or (e) pursue any other legal or equitable remedy or relief as may be appropriate, including but not limited to recovery of legal costs and other expenses.

3.14. Indemnification

3.14.1 To the fullest extent permitted by law, 11:11 Systems, Inc. shall indemnify Customer and save it harmless from and against any and all causes of action, claims, actions, suits, charges, damages, liabilities, costs, taxes, penalties, interest, expenses, and losses in connection with personal and/or bodily injury or death of any person whomsoever (including employees of the Parties), or damage to any property, real and personal, including environmental damages, of the other Party (whether owned, leased or licensed), including all reasonable legal expenses incurred or sustained in enforcing this indemnification, caused by the willful or grossly negligent actions or willful or grossly negligent failure to act of 11:11 Systems, Inc., its agents, contractors, employees and servants, in connection with the provision of Service under this Service Guide or any Service Order.

3.14.2 To the fullest extent permitted by law and subject to the limitations set forth in Section 20, Customer shall indemnify 11:11 Systems, Inc. and save it harmless from and against any and all causes of action, claims, actions, suits, charges, damages, liabilities, costs, taxes, penalties, interest, expenses, and losses in connection with personal and/or bodily injury or death of any person whomsoever (including employees of the Parties), or damage to any property, real and personal, including environmental damages, of the other Party (whether owned, leased or licensed), including all reasonable legal expenses incurred or sustained in enforcing this indemnification, caused by the willful or negligent actions or willful or negligent failure to act of Customer, its agents, contractors, employees and servants, in connection with the use of the Service(s) or Equipment or Customer Fiber or any lease or contract right provided under this Service Guide or any Service Order.

3.14.3 The indemnified Party shall have the right to defense, by counsel of the indemnitor's selection reasonably satisfactory to the indemnitee, with respect to any claims for which the indemnitor may be liable under the indemnification provisions hereof. The Parties shall give each other prompt notice of any asserted claims or actions that may be subject to an indemnity hereunder, shall cooperate with each other in the defense of any such claims or actions and shall not settle any such claims or actions without the prior consent of the indemnifying Party, which consent shall not be unreasonably withheld.

3.14.4 For purposes of this Section, 11:11 Systems, Inc. agrees to look first at general commercial liability and excess or umbrella liability policies for recovery and agrees to maintain such policies in minimum coverage amounts of \$1 Million and \$2 Million, respectively, throughout the Term of Service Orders.

3.14.5 The obligations of the respective Parties under the above provisions of this Section shall survive the expiration or termination of Service Orders executed by the Company.

This Service Guide is subject to change by the Company from time to time. See 11:11 Systems, Inc.'s web site for current version. This Service Guide reflects the version in effect as of September 23, 2020.

SECTION 3 – TERMS AND CONDITIONS, Continued

3.15. Insurance

- 3.15.1 11:11 Systems, Inc., during the Term of any Service Order, shall obtain and maintain insurance reasonably sufficient to meet its obligations under this Service Guide and such Service Order.
- 3.15.2 Nothing in this Service Guide shall be construed to prevent 11:11 Systems, Inc. from satisfying its insurance obligations pursuant to this Service Guide or Service Order under a blanket policy or policies of insurance that meet or exceed the requirements of this Section.

3.16. Notices

Except as otherwise specified in this Service Guide, all notices, demands, requests, instructions, approvals, proposals and claims shall be in writing and shall be sent as follows: (a) by registered or certified United States mail, return receipt requested and postage prepaid, to the applicable address below, or to such other addresses as the Parties may substitute by written notice given in the manner prescribed in this Section; (b) by hand delivery, including courier service delivery, to such address; or (c) by electronic mail transmission to the number and email address provided below.

11:11 Systems, Inc.
695 Route 46, Suite 301
Fairfield, NJ 07004
Attn: President
Email: admin@1111systems.com

3.17 Force Majeure

- 3.17.1 Except for payment of any monies due under this Service Guide or any Service Order(s), neither Party shall be liable under this Service Guide or any Service Order for delays, failure to perform, damages, losses or destruction, or malfunction of any equipment, or any consequence thereof, caused by, or due to any cause beyond its control including but not limited to acts of God; acts, or failures to act, of any utility, rights-of-way or required rights owners, or other third party providing access to the rights-of-way; governmental action, inaction or delays; government codes, ordinances, laws, rules, regulations or restrictions; war or civil disorder; general material shortages, transportation delays, or labor strikes or walkouts that could not reasonably be avoided by the Party claiming Force Majeure; or other similar events beyond such Party's control (a "Force Majeure Event"). The Party claiming the Force Majeure Event shall give the other Party prompt notice of the occurrence of such Force Majeure Event and such Party shall, with the cooperation of the other, exercise reasonable efforts to mitigate the extent of a delay or failure resulting from such Force Majeure Event.
- 3.17.2 If performance of this Service Guide is suspended for thirty (30) or more consecutive days as a result of a Force Majeure event, then either Party may, upon ten (10) days prior written notice, terminate so much of this Service Guide or Service Order as is affected by the Force Majeure event, without further liability to either Party, except for unpaid charges for Service(s) provided prior to the date of termination set forth in the notice.

SECTION 3 – TERMS AND CONDITIONS, Continued

3.18 Miscellaneous Provisions

- 3.18.1 Representations. Except as otherwise provided, each of 11:11 Systems, Inc., prospective Customers and existing Customers, represents, warrants and covenants to the other that (i) it has full right and authority, including any requisite corporate and governmental approvals, to enter into and to perform its respective obligations under this Service Guide and any applicable Service Order; (ii) the execution of this Service Guide and any applicable Service Order is not violative of its charter, by-laws or any laws or regulation by which it is bound or to which it is subject; and (iii) no litigation or governmental proceeding is pending or threatened which might adversely affect this Service Guide or any applicable Service Order, the transactions contemplated by this Service Guide or any applicable Service Order, or the rights of the Parties hereunder or thereunder.
- 3.18.2 Compliance with Applicable Laws. 11:11 Systems, Inc. and prospective Customers and existing Customers shall comply with all material applicable federal, state, or local laws, ordinances, regulations, orders, permits, franchises, or requirements of any governmental body having jurisdiction, including, but not limited to, the Federal Communications Commission and the Board or similar governmental body in the jurisdiction in which the Service is provided.
- 3.18.3 Advertising and Publicity. Except as expressly permitted in this Service Guide or upon the prior approval of the other Party, which approval shall not be unreasonably withheld, conditioned, or delayed, neither Customer nor 11:11 Systems, Inc. shall make public reference to the existence or terms of any applicable Service Order, except as expressly provided herein.
- 3.18.4 Cumulative Remedies. The rights and remedies provided by this Service Guide are cumulative and the use of any one right or remedy by any Party shall not preclude or waive its right to sue on or pursue any or all other remedies. Said rights and remedies are in addition to any other rights such Party may have by law, statute, ordinance or otherwise, except as such remedies are expressly limited in this Service Guide.
- 3.18.5 Headings. The Section headings in this Service Guide are for convenience of reference only and shall neither be deemed to be a part of this Service Guide nor modify, define, expand or limit any of the terms or provisions hereof. All references to numbered or lettered Sections or sub-Sections are to Sections or sub-Sections of this Service Guide.
- 3.18.6 Invalidity. Any provision of this Service Guide which is held to be invalid, illegal or unenforceable in any manner in any jurisdiction shall be, as to such jurisdiction, ineffective to the extent of such invalidity, illegality or unenforceability without in any way affecting the validity, legality or enforceability of the remaining provisions hereof, and any such invalidity, illegality or unenforceability in any jurisdiction shall not invalidate or in any way affect the validity, legality or enforceability of such provision in any other jurisdiction.
- 3.18.7 Choice of Law. This Service Guide and any applicable Service Order(s) shall be governed by and construed and enforced in accordance with the laws of the State of New Jersey without regard to any conflicts of law principles that result in the application of the laws of another jurisdiction.
- 3.18.8 Legal Fees. Each of 11:11 Systems, Inc. and Customer shall each be responsible for its own costs, including legal fees, incurred in negotiating or finalizing any Service Order, and for its own legal fees and costs associated with the enforcement of any Service Order, unless otherwise expressly provided herein. If any legal proceeding is brought to enforce or interpret any part of a Service Order and/or this Service Guide or any provision thereof, the prevailing Party in any such proceeding shall be entitled to recover from the other Party its reasonable attorneys' and paralegal fees and court costs in addition to any remedy or relief granted.

This Service Guide is subject to change by the Company from time to time. See 11:11 Systems, Inc.'s web site for current version. This Service Guide reflects the version in effect as of September 23, 2020.

SECTION 3 – TERMS AND CONDITIONS, Continued

3.19 Required Rights and Construction

- 3.19.1 On or before the Acceptance Date under each Service Order, 11:11 Systems, Inc. shall obtain all material rights, licenses, permits, authorizations, rights of way, easements, authorizations, leases, fee interests and other necessary rights from third parties that are necessary for the provision of the Service(s) throughout the Term (collectively referred to as the “Required Rights”), except for those rights that are required to be obtained by Customer as provided in Section 26. 11:11 Systems, Inc. shall, at 11:11 Systems, Inc.'s sole cost and expense, take commercially reasonable measures to cause such Required Rights to remain in effect in accordance with their terms throughout the Term of any applicable Service Order.
- 3.19.2 11:11 Systems, Inc. shall design, engineer, construct and install the Customer Fibers to be delivered under this Service Guide or any applicable Service Order in a workmanlike manner in compliance with current prevailing telecommunications industry standards using the skill and expertise appropriate for similar projects and 11:11 Systems, Inc.'s construction specifications.

3.20 Customer Approvals

- 3.20.1 Customer, at its cost and expense, shall obtain any approvals and authorizations necessary to deliver the Customer Fibers from the closest manhole along the 11:11 Systems, Inc. Network to the Customer demarcation point within any buildings as set forth on the Service Order(s), including but not limited to any required licenses, leases, easements, building entrance agreements, and house and riser permissions. Further, Customer shall comply with any building rules and regulations and any requirements imposed by third parties for providing approvals and authorizations under any such licenses, leases, easements, and any requirements for building entrance access and/or riser access for any buildings in which the Customer Fibers shall be delivered hereunder, and with all material applicable federal, state or local laws, ordinances, rules, regulations and orders in connection with the use of the Service(s). (All of the approvals and authorizations set forth in this Section shall be referred to as “Customer Approvals.”)
- 3.20.2 Upon request, Customer shall provide 11:11 Systems, Inc. with reasonable evidence of its right to authorize 11:11 Systems, Inc. to enter and install the Customer Fibers in any buildings where the Customer Fibers will be delivered, as identified in the Service Order.

SECTION 3 – TERMS AND CONDITIONS, Continued

3.21 Testing and Acceptance

- 3.21.1 11:11 Systems, Inc. shall deliver the Service(s) as soon as it is tested and accepted as provided in the standards set forth in the Service Order form. At such times that 11:11 Systems, Inc. is ready to test the Service(s), 11:11 Systems, Inc. shall provide Customer five (5) days written notice that it is scheduling the testing. Customer shall be entitled to observe and participate in such testing; provided, however, that 11:11 Systems, Inc. shall not be required to delay such testing in order for Customer to attend. Upon completion of said testing, if 11:11 Systems, Inc. believes that the Service is ready for delivery, 11:11 Systems, Inc. shall provide notice thereof to Customer by delivering a written certificate (a "Completion Certificate") which shall include:
- (a) the test results for the Service pursuant to the Service Order specifications; and
 - (b) one copy of a map to be maintained as confidential information of the 11:11 Systems, Inc. Network containing the Customer Fibers to provide the Service(s).
- 3.21.2 Customer will have five (5) business days from the date 11:11 Systems, Inc. delivers the Completion Certificate to Customer (the "Inspection Period") to review the test results and obtain additional information from 11:11 Systems, Inc.. During the Inspection Period, 11:11 Systems, Inc. personnel shall be available each day during regular business hours to accompany Customer to inspect the Customer Fibers and address any reasonable questions posed by Customer.
- 3.21.3 If Customer determines that the Service is ready for acceptance, it shall issue a notice accepting delivery of such Service (an "Acceptance Notice"). If Customer reasonably determines that the Service is not ready for acceptance, it shall provide written notice of any deficiencies in the Customer Fibers, identifying which particular requirements of the Service Order Specifications have not been met (a "Rejection Notice").
- 3.21.4 In the event Customer issues a Rejection Notice, 11:11 Systems, Inc. shall take all commercially reasonable steps, at 11:11 Systems, Inc.'s sole expense, to rectify any such properly identified deficiency and re-test the Customer Fibers. Once 11:11 Systems, Inc. believes the items specified in the Rejection Notice have been rectified and that the Service(s) is ready for acceptance, it shall provide Customer with another Completion Certificate and the procedure set forth in this Section 27 shall be repeated until the Service(s) is ready for acceptance. In the event the Parties cannot agree as to the propriety of the rejection, it shall be subject to an independent check by a third party and the prevailing party shall be entitled to recoup its fees for such testing from the third party.
- 3.21.5 If Customer does not provide a Rejection Notice prior to the expiration of the Inspection Period, an Acceptance Notice shall be deemed to have been issued as of the date of the expiration of such Inspection Period.
- 3.21.6 Upon issuance of an Acceptance Notice (or the date such notice is deemed to have been issued as provided in Section 3.21.5) of the Service(s), the Service(s) shall be deemed delivered to and accepted by Customer without any further act or document and the fees and charges for the lease of the Customer Fibers shall commence (the "Acceptance Date").

SECTION 3 – TERMS AND CONDITIONS, Continued

3.22. Use of Customer Fibers

- 3.22.1 Subject to all applicable Collocation Specifications and obtaining and complying with all Customer Approvals, Customer shall be entitled to request Collocation Space and/or equipment or Service(s) from 11:11 Systems, Inc. at the 11:11 Systems, Inc. POPs or Transmission Sites in accordance with 11:11 Systems, Inc.'s rates, terms and conditions governing such Collocation. Customer shall notify 11:11 Systems, Inc. in writing in the event that it desires Collocation Space, including the address and number of racks required and any special power or other requirements. If such space is available, Customer shall execute 11:11 Systems, Inc.'s standard Collocation Agreement and comply with the Collocation Specifications. Notwithstanding anything to the contrary, (i) Customer's right to obtain and continue to utilize any Collocation Space shall be expressly subject to Customer obtaining and complying with all Customer Approvals, and (ii) any Customer Collocation Space obtained pursuant to this Service Guide may be used by Customer only for purposes of interconnection of an optical device or other basis with the communication systems of Customer, 11:11 Systems, Inc., or 11:11 Systems, Inc. Customers, that are located in the same 11:11 Systems, Inc. POPs or 11:11 Systems, Inc. Transmission Sites as Customer and only if Customer has arrangements with such 11:11 Systems, Inc. Customers. Customer shall be responsible for all costs of interconnecting the Customer Fibers with the rest of Customer's transmission network as well as any costs to connect the Customer Fibers to other 11:11 Systems, Inc. Customers or to other carriers outside the 11:11 Systems, Inc. POPs or Transmission Sites. In addition, Customer may be entitled to interconnect with third parties that are not 11:11 Systems, Inc. Customers in a 11:11 Systems, Inc. POP by purchasing a cross connection from 11:11 Systems, Inc. on 11:11 Systems, Inc.'s then-standard terms and conditions, including rates, for such cross connections.
- 3.22.2 Customer shall, at its sole cost and expense, acquire, install, operate and maintain all electronic and optronic equipment necessary for Customer to light the Customer Fibers or for Customer's transmission of information over the Customer Fibers consistent with the terms of this Service Guide and any applicable Service Order(s).
- 3.22.3 Except as otherwise expressly provided in any applicable Service Order(s), Customer may not sell, assign, transfer, convey or swap ("Transfer") any of its rights to, in or with respect to the Service or the Customer Fibers to any third party during the Term, unless 11:11 Systems, Inc. grants, in its sole discretion, express advance written approval.
- 3.22.4 Notwithstanding any permitted Transfer, Customer shall remain liable for all Customer obligations under this Service Guide for the Term and, prior to any permitted Transfer, shall also require any assignee to abide by and be bound by the terms and conditions of this Service Guide and any applicable Service Order(s) in its or their entirety.
- 3.22.5 Without the prior written approval of 11:11 Systems, Inc., Customer shall not undertake any installation, connection, upgrade or modification to the Customer Fibers or the Service.

SECTION 3 – TERMS AND CONDITIONS, Continued

3.22. Use of Customer Fibers, Continued

- 3.22.6 Customer shall indemnify 11:11 Systems, Inc. against and hold 11:11 Systems, Inc. and the 11:11 Systems, Inc. Facilities and Customer Fibers free and clear of and from all mechanics' liens and claims of liens, and all other liabilities, liens, claims and demands on account of any work done by or on behalf of Customer in connection with the Customer Fibers and the Service. Nothing contained in this Service Guide or any applicable Service Order(s) shall be deemed to constitute a consent of 11:11 Systems, Inc. to subject the 11:11 Systems, Inc. Facilities or Customer Fibers to liability under any mechanics' or other lien law. If Customer receives notice that a lien has been or is about to be filed against the 11:11 Systems, Inc. Facilities or Customer Fibers, or any action affecting title to the 11:11 Systems, Inc. Facilities or Customer Fibers has been commenced on account of work done by or on behalf of Customer, or materials furnished to or for Customer by such lienors, Customer will immediately give 11:11 Systems, Inc. notice of such occurrence, and if the lien is not removed within a reasonable time, as determined in 11:11 Systems, Inc.'s sole discretion, the same will constitute a material default by Customer under this Service Guide.

SECTION 3 – TERMS AND CONDITIONS, Continued

3.23. Characterization of Rent for United States Federal Income Tax Purposes; Reporting

- 29.1 A Service Order will be treated as a true lease for United States federal income tax purposes, and the Service Order will constitute a Section 467 rental agreement as defined in Section 467(d) of the Code.
- 29.2 The Parties to a Service Order shall report Rent to the Internal Revenue Service in accordance with Section 3.23.3 of this Service Guide.
- 29.3 Allocation of Rent: Rent represents total rent for the Lease Term and is to be allocated on a *pro rata* basis to each Rental Period. Such allocation is intended to constitute an allocation of fixed rent within the meaning of Treasury Regulation Section 1.467-1(c)(2)(ii)(A).