

## ENHANCED INTERNET ACCESS MAINTENANCE AND SUPPORT RIDER

This Enhanced Internet Access Maintenance and Support Rider (the “**Enhanced Support Rider**”) is incorporated into and is made an integral part of the Broadband Agreement. Capitalized terms used but not defined in this Enhanced Support Rider shall be given the meaning ascribed to them in body of the Broadband Agreement, the Service Terms, the Support Terms and the General SOW. In the event of an irreconcilable conflict between (a) the terms and conditions of this Enhanced Support Rider and the terms and conditions of the Service Terms or the General SOW, (b) the terms and conditions of this Enhanced Support Rider and the terms and conditions of the Broadband Agreement body, (c) the terms and conditions of this Enhanced Support Rider and the Support Terms or (d) the terms and conditions of this Enhanced Support Rider and **Exhibit A**, this Enhanced Support Rider shall prevail in all cases, but only to the extent of the conflict. In the event of an irreconcilable conflict between the Nomadix EULA and this Enhanced Support Rider, the Nomadix EULA shall prevail all cases, but only to the extent of the conflict.

This Enhanced Support Rider modifies and supplements the Support Terms and further describes SONIFI’s sole and exclusive obligations for monitoring, maintaining, supporting, updating, upgrading, replacing, and repairing the Internet Access Equipment and Licensed Software sold, installed, provided, licensed, or otherwise made available by SONIFI to Customer pursuant to the Broadband Agreement.

to the Broadband Agreement, unless otherwise expressly stated in the Broadband Agreement. If SONIFI, in its sole discretion, elects to repair or replace Internet Access Equipment it did not sell or install pursuant to the Broadband Agreement, any such repair or replacement will be performed for the rates, charges and fees set forth in SONIFI’s then-current Field Service Labor Rate Card or SONIFI’s then-current Network Services Rate Card, as applicable, plus (i) all applicable costs for hardware, parts, components, software, shipping, handling and freight and (ii) all applicable taxes. Notwithstanding anything to the contrary in this Enhanced Support Rider, the Support Terms or the Service Terms, this Section 2 shall not apply to network cabling, cable connectors, and passive network distribution devices. SONIFI’s obligations in this Section 2 automatically end upon the termination of the Broadband Agreement or the expiration of the Initial Term, whichever occurs first.

1. **On-Site Support Services.** Subject to the existence of a Force Majeure Event, the exclusions and limitations in Section 7 of the Support Terms, Customer’s obligation to cooperate with SONIFI, and all other conditions, limitations, and restrictions in the Broadband Agreement (including the Service Terms), SONIFI shall perform Service Visits in accordance with Paragraphs 2.a.i through 2.a.iii of the Support Terms during the Term, at no additional cost to Customer, provided Customer timely pays all amounts owed to SONIFI under the Broadband Agreement. Customer’s only payment obligations to SONIFI for Service Visits shall be the recurring monthly fees specified for this Enhanced Support Rider in the Products & Fee Schedule, plus all applicable taxes.
2. **Internet Access Equipment Repair or Replacement.** During the Initial Term, and provided Customer timely pays all amounts owed to SONIFI under the Broadband Agreement for this Enhanced Support Rider during the Initial Term, SONIFI shall repair or replace Internet Access Equipment installed or sold pursuant to the Broadband Agreement (when and to the extent applicable), and perform the labor required to complete such repair or replacement of Internet Access Equipment installed or sold by SONIFI pursuant to the Broadband Agreement, in each case, at no additional cost to Customer, subject to the existence of a Force Majeure Event, the exclusions and limitations in Section 7 of the Support Terms, Customer’s obligation to cooperate with SONIFI, and all other conditions, limitations, and restrictions in the Broadband Agreement (including the Service Terms). Customer’s only payment obligations to SONIFI for repair or replacement of Internet Access Equipment during the Initial Term shall be the recurring monthly fees specified for this Enhanced Support Rider in the Products & Fee Schedule, plus all applicable taxes. SONIFI has no obligation to repair or replace Internet Access Equipment it has not sold or installed pursuant

