



Residential 24-Month Term Fixed Wireless Service Agreement

Under this Residential 24-Month Term Fixed Wireless Service Agreement ("Agreement"), Pine Telephone Company, Inc. or Pine Cellular Phones, Inc. ("Pine") offers residential fixed wireless service ("Service") at guaranteed rates for service levels for a 24-month period.

Pine's fixed wireless service requires use of a modem or equivalent device ("Equipment"). New customers who sign up for 24 months of service under this Agreement will receive the Equipment at discounted pricing paid in full at the time of entering this Agreement. Upon expiration of the Agreement, the Equipment is yours to keep. For existing fixed wireless service customers, no new equipment is needed.

In order to receive this guaranteed pricing, you agree to keep the Service for 24 months beginning on the date of activation ("Commitment Period"). After the Commitment Period is over, Service will be provided on a month-to-month basis and the monthly Service rate will revert to the standard Pine rates then in effect for the corresponding level of Service, unless you notify us of (x) your intention to cancel the Service or (y) your election to enter into another long-term agreement at the then-current rates and Service levels.

If you disconnect or downgrade prior to the end of this Agreement, you agree to pay an early termination fee ("ETF") equal to 50% of the amount remaining under this Agreement. For example, if you sign up for 1 GB Level Service Agreement for at \$25 per month, and cancel after four months, you would owe an ETF of \$250.00 (20 months remaining multiplied by \$25 per month divided by two).

Your contract with Pine consists of the Residential 24-Month Value Fixed Wireless Service Term Agreement ("Agreement") and Terms and Conditions of Service ("Terms and Conditions"), a copy of which was provided to you at signing and which is also available at Pine's retail locations and at www.pinetelephone.com/TermsandConditions. Pine reserves the right to modify the Terms and Conditions from time to time and post revised copies of such Terms and Conditions on its website, and you agree to be bound by these revised Terms and Conditions to the extent permitted by law. If you are not completely satisfied with the Service Level you selected above and you cancel Service within 5 days of signing this Agreement, Pine will cancel this Agreement without charging the ETF and will provide, upon request, a full refund of the first month's service fee paid.

Pine reserves the right to re-arrange, add, delete or discontinue packages or services and their features, functionality and other aspects of the Service Level selected. Pine will notify you in advance of any such changes, if required by applicable law.

Additional charges apply for optional features including international roaming and data or other services. Federal, state and local taxes, governmental regulatory fees and surcharges, if any, are additional to the amounts listed above. This Agreement is for service only, and you are responsible for obtaining any necessary equipment.