



## Master Service Agreement

Customer Name: \_\_\_\_\_

**1. EFFECTIVE DATE, SERVICES, AND SERVICES TERM.** This Master Service Agreement, along with the service agreement, order forms and all attachments, comprise the entire agreement between the parties ("Agreement") for the communication services described herein and supersede any and all other agreements between the parties related hereto. Description of most services also available at [www.nextera.net](http://www.nextera.net), incorporated herein by reference. This Agreement is fully binding and enforceable as of the date of executed service agreement ("Effective Date"). NEXTERA agrees to provide to Customer and Customer agrees to procure from NEXTERA, communication services as described herein, at the locations set forth, ("Services") for the number of months set forth ("Services Term"). Customer authorizes NEXTERA to be their primary provider of communications Services as described herein and handle all negotiations for Services and issuance of orders to coordinate these Services. NEXTERA reserves the right, in its sole reasonable discretion, to reject any order for Services. The Services are not for resale. The Services Term commences upon installation of the Services by NEXTERA ("Installation Date"). NEXTERA will use reasonable efforts to install the Services on the date agreed upon by the parties. NEXTERA does not guarantee that Services will be installed and provisioned on Customer's desired due date. Subject to the early termination provisions set forth herein, at the end of the Services Term, this Agreement will automatically be extended for additional term(s) of one (1) year in length ("Renewal Services Term") and all terms and conditions shall apply to additional term lengths as stated in this Agreement unless NEXTERA receives Customer's written notice to terminate this Agreement not less than 30 days prior to the then existing Services Term or Renewal Services Term.

**2. RATES AND CHARGES.** Rates and charges are described in this Agreement and commence upon the Installation Date. Any monthly recurring charges ("MRC") will be billed in advance each month. Any non-recurring charges ("NRC") will be billed on the first invoice after the Installation Date, or if the NRC are incurred after the Installation Date, such charges will be billed on the next invoice thereafter. NEXTERA may assess additional fees in connection with the Services based on cost increases that NEXTERA may incur. NEXTERA maintains the right to bill for charges imposed on NEXTERA from a third party directly to a specific service order or activity. These could include, but are not limited to: technician time, charges to supplement an order, other related charges due to the Customer and/or Customer's vendor not being ready at the scheduled time, cancellation of the service order, or an overuse of traffic surcharge due to traffic thresholds being exceeded, or a traffic imbalance. NEXTERA may adjust the rates, charges and fees for the Services pursuant to applicable tariffs or price lists filed with the appropriate regulatory agencies, upon renewal or upon notice. Payments are due on the Payment Due Date set forth on the NEXTERA invoice. Customer must provide payment in full on Payment Due Date and then send NEXTERA written notice of any and all billing disputes within 90 days of the Invoice Date, specifically detailing the dispute and providing supporting documentation for the amount in dispute. NEXTERA will investigate all disputes and if appropriate, credit Customer's account or notify Customer of denial of the dispute. NEXTERA may assess a late fee of 1.5% per month (not to exceed the maximum rate allowed under state law) on all balances not paid when due. Late fees may be assessed, as of the original Due Date, against any disputed amount denied by NEXTERA. NEXTERA has the option to suspend Services and/or to pursue any and all other legal remedies until payment is made. Termination of Services may follow. Customer will pay any and all costs incurred in collection of rates and charges due and payable, including reasonable attorney's fees and all collection agency costs, whether or not a suit is instituted. All payments hereunder will be in U.S. currency.

Customer hereby authorizes NEXTERA to conduct a credit search and agrees to provide NEXTERA with information regarding payment history for communications services, number of years in business, financial statement analysis and commercial credit bureau rating. This Agreement is subject to credit approval. Without waiving any right of termination or any other rights hereunder, NEXTERA may require Customer to tender a deposit up to the maximum permitted by law to guarantee payment hereunder. When Customer establishes acceptable credit history or upon termination of this Agreement, NEXTERA will return the balance of the deposit, if any, to Customer along with interest as required by law.

**3. TAXES AND SURCHARGES.** Customer is responsible for payment of any and all federal, state and local taxes, charges and surcharges imposed on or allowed by regulatory agencies or based upon the provision, sale or use of Nextera's Services (excluding NEXTERA's income taxes). NEXTERA will collect all such taxes, charges, and surcharges unless Customer provides NEXTERA with proof of exemption. Customer will indemnify NEXTERA for any and all costs, claims, taxes, charges, and surcharges levied against NEXTERA relative to such exempt status.

**4. SERVICE CHANGES. MOVES:** Customer may move the physical location of all or part of Services to another location within NEXTERA's serving area provided the following conditions for the move ("New Services") are met: 1) Customer agrees to pay any special construction charges and 3<sup>rd</sup> party charges imposed on Nextera as a result of discontinuance of service at original location; 2) the New Services provided to the Customer are by NEXTERA; 3) Customer advises NEXTERA that the requested New Services replace existing Services; 4) Customer's request for the disconnection of existing Services and the installation of New Services are received by NEXTERA at the same time; 5) Customer requests NEXTERA to install the New Services on or prior to the disconnection date for the existing Services; and 6) Customer agrees to sign appropriate Agreements and to pay the then current recurring and non-recurring charges related to the new service. **ADDITIONS TO SERVICES:** Customer may request additions to Services and NEXTERA will supply such additions to Customer, subject to the following conditions: 1) NEXTERA commercially offers such additions and necessary facilities are technically and practicably available; 2) the charges for additional Services will be at the same rate as identified within the Service Agreement or, if additional Services are not contained within the Service Agreement, at the then current charges in effect for Services at the time of such additions, and which correspond to the terms of this Agreement. NEXTERA and Customer agree to execute written amendments to this Agreement for any Service Changes.

**5. OUT-OF-SERVICE.** If NEXTERA causes a service interruption, an out-of-service credit will be calculated under the state local exchange tariff. If there is no applicable tariff and the interruption lasts for more than twenty-four (24) consecutive hours after NEXTERA received notice of it, NEXTERA will give Customer credit calculated by: 1) dividing the monthly rate for the affected service by thirty (30) days; and then b) multiplying that daily rate times the number of days, or major fraction that the service was interrupted.

**6. TARIFF APPLICATION.** Customer acknowledges that the Services may be subject, in whole or in part, to one or more provisions of state or federal tariffs or price lists, which may be filed by NEXTERA. In the event of any conflict between any provision of this Agreement and any provision of the tariff or price list, the provision of such tariff or price list will control. This Agreement and the Services will be subject to modifications required or authorized by any regulatory agency in the exercise of its lawful jurisdiction.

**7. COMPLIANCE WITH LAW.** This Agreement is subject to all applicable federal, state, and local laws, regulations, rulings, orders and other actions of governmental agencies ("Rules"), and the obtaining and continuance of any required approvals, authorizations, or tariffs or price lists filed with the FCC or any other governmental agency. NEXTERA will use good faith reasonable efforts to obtain, retain, and maintain such approvals and authorizations. If any such Rule adversely affects the Services or requires NEXTERA to provide Services other than in accordance with the terms of this Agreement, either party may, without liability to the other party, terminate the affected Services upon 30 days prior written notice to the other party. In performing their obligations under this Agreement, the parties will comply with all applicable Rules, specifically including, but not limited to, the Rules governing 911/E-911 and any other emergency services, as discussed below, Customer's use of the Services provided herein and any equipment associated therewith will not:

(a) interfere with or impair service over NEXTERA's network; (b) impair privacy of any communications over such network; (c) cause damage of any nature to NEXTERA's assets or Customers; (d) be used to frighten, abuse, torment or harass, or create hazards to NEXTERA or its network; or (e) violate the provisions of any of NEXTERA's policies and procedures, some of which are found at [www.nextera.net](http://www.nextera.net), including NEXTERA's 911/E-911 Policy. NEXTERA may immediately suspend or terminate, without liability, the Services for any violation of these provisions. Nextera reserves the right to revise the terms and provisions of all of its policies and procedures as it deems appropriate and this Agreement is subject to all revisions.

Subject to NEXTERA's 911/E-911 policy and unless otherwise specifically agreed, (a) NEXTERA will provide Customer with the network connection for each circuit, billing telephone number (BTN) or trunk group that comprise the Services, and (b) NEXTERA will provide the appropriate Public Safety Answering Point (PSAP) with the automatic location identification (ALI), including the same emergency response location, for all BTNs of the circuit or trunk group regardless of the number of lines, trunks, or unique telephone numbers on that circuit or trunk group. Customer will be responsible for providing all other 911 /E-911 services as required by the Rules, including, but not limited to agreements with, and network or other connection to, the local PSAPs. Customer will maintain the necessary databases, updates to transfer the ALI to the appropriate PSAPs. Nextera is not responsible for and will not make any changes or submit updates to 911/E-911 databases for any services other than the one emergency response location as set forth above. Customer will indemnify and hold harmless NEXTERA, its officers, directors, affiliated companies, employees, agents and subcontractors from all liabilities, claims, or damages arising out of personal injury or death or damage to property related to Customer's failure to meet 911/E911 requirements.

**8. SERVICES, MAINTENANCE AND UPGRADE OF FACILITIES.** Services will meet industry standards. NEXTERA will maintain its facilities and equipment used to provide the Services as set forth in its policies and procedures, at no additional charge to Customer, except where work or service calls result from failure or malfunction in, or improper operation of, Customer's facilities and/or equipment. In such event, Customer will reimburse NEXTERA for the cost of the required maintenance at NEXTERA's standard time and material rate. NEXTERA reserves the right to suspend Service for scheduled maintenance or planned enhancements or upgrades or emergencies repairs to NEXTERA's network without notice to Customer. Customer will grant NEXTERA or cooperate with NEXTERA in obtaining access to its premises for the installation, operation, removal, repair and maintenance of the facilities and equipment for the Services hereunder.

Unless otherwise agreed, Customer will provide equipment compatible with the Services and NEXTERA's network and facilities. Customer will bear the costs of any additional apparatus reasonably required to be installed because of the use of NEXTERA's network or facilities. Customer is responsible for the interface and operation of its facilities and/or equipment in accordance with this Agreement, all Rules and all of NEXTERA's policies and procedures. NEXTERA reserves the right to revise the terms and provisions of its policies and procedures as it deems appropriate and this Agreement is subject to all revisions.

In the event NEXTERA provides any Nextera equipment to Customer for Customer's use during the term of the Agreement, such equipment will remain the sole and exclusive property of NEXTERA, and nothing contained herein will transfer to Customer any right, title or interest whatsoever in such equipment. NEXTERA will properly identify or label the equipment. Upon termination of the Service, Customer grants NEXTERA the right to recover NEXTERA provided equipment from Customer's premises upon the termination of this agreement. In the event Customer fails to return the equipment, NEXTERA may invoice Customer for the then fair market value of such equipment.

NEXTERA will provide Services to Customer using NEXTERA owned and managed facilities in conjunction with facilities of NEXTERA's network partners. NEXTERA reserves the right to substitute, change or rearrange any equipment used in delivering Services that does not affect the quality, cost or type of Services. NEXTERA will manage its network in NEXTERA's sole discretion. Customer will provide all reasonable information and authorizations required by NEXTERA for the purpose of installing Services, performing routine network grooming, maintenance, upgrades, and addressing emergencies. Required information and authorizations include but are not limited to Design Layout Records of any non-NEXTERA end loops connected to the Services and Letters of Agency allowing NEXTERA to act on the Customer's behalf related to the Services and auxiliary third party services. Customer will cooperate in good faith and follow through with any coordination efforts required in a timely manner.

NEXTERA's Wireless and WiMax Customer standard installation includes antenna and radios, non-penetrating antenna mount, up to 250 feet of standard cable weather-sealed and run from the antenna to the Customer Demarcation, service turn-up and testing. A typical installation is 3 hours in length and in the unlikely event of additional installation costs above the 3 hours the Customer will be billed at the current technician rates. NEXTERA owns all equipment that it supplies to the Customer. If service is discontinued for any reason, NEXTERA has the right to remove any or all of its equipment in a workmanlike manner upon 10 days advance notice. Customer Demarcation is defined as the location where Customer plugs into the NEXTERA equipment and is generally located in the Customer equipment room. The Customer agrees to allow personnel of NEXTERA and its sub-contractors reasonable access to the Customer's site for the purpose of installing, repairing, and removing the NEXTERA equipment and, if necessary, Customer shall obtain appropriate authorization from the landlord.

**9. SERVICE SUSPENSION/MAINTENANCE.** NEXTERA may from time to time suspend service for routine maintenance or rearrangement of facilities or equipment. NEXTERA will give Customer advance notification of the service suspension. Such service suspension is not considered an out-of-service condition provided service is restored by the end of the period specified in the notification.

**10. DISCLAIMER/LIMITED WARRANTY.** EXCEPT AS SPECIFICALLY SET FORTH IN THIS AGREEMENT, NEXTERA MAKES NO WARRANTIES, EXPRESS OR IMPLIED, UNDER THIS AGREEMENT AND SPECIFICALLY DISCLAIMS ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. NEXTERA DOES NOT WARRANT THAT THE SERVICES WILL BE UNINTERRUPTED OR ERROR-FREE, OR THAT THE SERVICE WILL MEET THE CUSTOMER'S REQUIREMENTS.

**11. LIMITED LIABILITY.** NEXTERA'S LIABILITY AND THE EXCLUSIVE REMEDY OF CUSTOMER FOR DAMAGES ARISING OUT OF OR RELATED TO THE SERVICES AND/OR THIS AGREEMENT, WILL BE SOLELY LIMITED TO AN AMOUNT NO GREATER THAN THE AMOUNTS PAID BY CUSTOMER TO NEXTERA DURING THE TERM OF THIS AGREEMENT. IN NO EVENT WILL NEXTERA BE LIABLE TO THE CUSTOMER FOR LOSS OF USE, INCOME OR PROFITS, LOSS OF REVENUES, LOSS OF SAVINGS OR HARM TO BUSINESS OR ANY OTHER SPECIAL, INCIDENTAL, INDIRECT, PUNITIVE OR CONSEQUENTIAL LOSSES OR DAMAGES, REGARDLESS OF THE FORSEEABILITY THEREOF.

**12. INDEMNIFICATION.** Customer will indemnify, hold harmless, and defend NEXTERA, its officers, directors, affiliated companies, employees, agents and subcontractors from liabilities, claims or damages and expenses whatsoever (including reasonable attorney's fees) arising out of or in connection with Customer's use, resale or sharing of the Services. Customer's indemnification obligations do not apply to claims for damages to real or tangible personal property or for bodily injury or death which is directly caused by NEXTERA due to NEXTERA's gross negligence.

**13. CONFIDENTIALITY.** The parties may have access to certain information, the ownership and confidential status of which is highly important to the other party and is treated or designated by one of the parties as confidential (herein referred to as "Confidential Information"). Neither party will disclose the other party's Confidential Information, directly or indirectly under any circumstances, to any third person without the express written consent of the other party, and neither party will copy, transmit, reproduce, summarize, quote, or make commercial or other use whatsoever of the other party's Confidential Information, except as may be necessary to perform its duties hereunder or as required by the Rules. Each party will exercise the highest degree of care in safeguarding the other party's Confidential Information against loss, theft, or other inadvertent disclosure and take all steps necessary to maintain such confidentiality.

14. **DEFAULT/TERMINATION.** If either party violates any provision of this Agreement or if either party becomes or is declared insolvent or bankrupt, is the subject of any proceedings relating to its liquidation, insolvency or for the appointment of a receiver or similar officer for it, makes an assignment for the benefit of all or substantially all of its creditors, enters into an agreement for the composition, extension, or readjustment of all or substantially all of its obligations, or files a petition seeking relief under any chapter of the Bankruptcy Act, or if an involuntary petition under the Bankruptcy Act is filed with respect to such party, the non-defaulting party may send the defaulting party written notice detailing the default. The defaulting party will have: (a) 10 days from the date of the written notice to cure a payment default, or (b) 30 days from the date of the written notice to cure a non-payment default. If the defaulting party fails to cure, the non-defaulting party may terminate this Agreement and any Services hereunder upon notice or pursue any and all other legal remedies. This Agreement also may be terminated by either party in accordance with the provisions of the then current tariff or price list. If Customer terminates this Agreement or all or any part of the Services at any time after the Effective Date, NEXTERA may charge Customer an early termination fee equal to and including any or all of the following: 100% of the total MRC, surcharges and taxes for the entire Services Term or Services Term then remaining no matter if it is the initial Services Term or Renewal Services Term, plus any unpaid activation, installation and/or special construction charges and all other fees or costs, whether previously waived or not, less amounts already paid. Customer will not be liable for the early termination fees set forth above if NEXTERA breaches the Agreement or if 1) Customer agrees to pay any special construction charges and 3<sup>rd</sup> party charges imposed on Nextera as a result of discontinuance of service; 2) Customer orders from NEXTERA services of equal or greater MRC than the Services terminated; 3) Customer signs a Service Agreement for any other NEXTERA provided New Service(s); 4) both the current Service and the New Service(s) are provided solely by NEXTERA; 5) the order to discontinue Service and the order to establish new Service(s) are received by NEXTERA at the same time; and 6) the New Service(s) installation must be completed within thirty (30) calendar days of the disconnection of Service, unless such installation delay is caused by NEXTERA. Customer acknowledges that NEXTERA's damages for early termination would be difficult to determine and the termination charge(s) constitutes liquidated damages and are not intended as a penalty. All such amounts will become immediately due and payable by Customer to NEXTERA.

15. **FORCE MAJEURE.** In the event that either party's performance is delayed, prevented, or inhibited because of any Act of God, fire, casualty, delay or disruption in transportation, flood, war, strike, lockout, epidemic, destruction or shut-down of facilities, shortage or curtailment, riot, insurrection, governmental acts or directives, any full or partial failure of any communications or computer network or any cause beyond such party's reasonable control, the party's performance will be excused and the time for the performance will be extended for the period of delay or inability to perform resulting from such occurrence. The occurrence of such an event will not constitute grounds for a declaration of default by either party hereunder.

16. **GENERAL.** Any amendment must be in writing and signed by the parties hereto. Facsimile copies of this Agreement and any amendments or modification hereto, including facsimile signatures, will be accepted by the parties as originals. The failure of either party to insist upon the performance of any provision or to exercise any right granted hereunder, will not be construed as a waiver of such provision(s)), and the same will continue in full force. If any provision hereof is held to be invalid, void, or unenforceable, the remainder of the provisions will nevertheless remain unimpaired and in effect. All notices under this Agreement will be in writing and will be made by personal delivery, overnight delivery, certified mail or by facsimile transmission with receipt verification. Notices will be sent to the addresses listed on the front this Agreement and in the case of a notice to NEXTERA, a copy to the Legal Department, 7115 Forthun Rd., Suite 100, Baxter MN Fax No. 218-818-6401. The various rights and remedies given to or reserved by either party herein or allowed by law, are cumulative, and no delay or omission to exercise any of its rights will be construed as a waiver of any default or acquiescence, nor will any waiver of any breach or any provision be considered a condonement of any continuing or subsequent breach of the some provision. Customer may not assign its obligations hereunder without the prior written consent of NEXTERA, which will not be unreasonably withheld, This Agreement will be governed by and interpreted in accordance with the laws for the state where the Services are to be provided. Nothing in this Agreement is intended to, or shall be construed, as creating a partnership or any third-party beneficiaries. The provisions of 6, 7, 10, 11, 12, 13, and 14 will survive termination.

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