



INTERNET SUBSCRIBER AGREEMENT

INTRODUCTION

This Agreement (the "Agreement") sets forth the terms and conditions under which Twin Valley, together with any affiliate and/or distribution partner (collectively, the "Company"), agrees to provide Twin Valley Internet service (hereinafter the "Service") to you. By completing the registration and using the Service, you (i) agree to abide by, and require others using the Service through your account, to abide by the terms of this Agreement, and (ii) represent and warrant that you are at least 18 years of age. If you do not agree with the foregoing, you may not use the Service and must return any installation software, equipment, and all associated materials to the Company. This Agreement takes effect on the date on which you accept this Agreement and continues until your subscription is terminated.

The Company reserves the right to modify the terms of this Agreement or prices for the Service and may discontinue or revise any or all other aspects of the Service in its sole discretion at any time by posting changes online. Your continued use of the Service after changes are posted constitutes your acceptance of this Agreement as modified by the posted changes. The updated, online version of this Agreement shall supersede any prior version of this Agreement that may have been included in any software or related materials provided by the Company. This Agreement should be read in conjunction with our Acceptable Use Policy ("AUP"), Privacy Policy, and other applicable policies.

IF YOU DO NOT AGREE TO BE BOUND BY THESE TERMS, YOU SHOULD IMMEDIATELY STOP THE USE OF THE SERVICE AND NOTIFY THE COMPANY'S CUSTOMER SERVICE DEPARTMENT SO THAT YOUR ACCOUNT CAN BE CLOSED.

1. Your Subscription

Your subscription entitles you to use the Service. You agree not to assign, transfer, resell, or sublicense your rights as a subscriber unless specifically allowed by this Agreement. You agree that you are solely responsible and liable for any and all breaches of the terms and conditions of this Agreement, whether such breach results from your use of the Service, or by another person who uses your computer. You agree to contact the Company immediately upon the occurrence of any change in the status of your account (e.g., change in individuals authorized to use your account) for the purpose of updating your account information.

2. Payment Terms

You agree to be responsible for any and all charges, damages, and costs that you, or anyone using your Company account, incur. You agree to pay all monthly fees and installation charges including, but not limited to, applicable taxes, customer service fees, late fees, and collection fees. Monthly fees will be billed one month in advance. If payment is not received by the due date, late fees and/or collection charges may be assessed, and the Service may be terminated. You may incur charges including, without limitation, charges relating to the purchase of "premium" services, such as additional Web space, business class services, or access to certain gaming sites in addition to those billed by the Company. All such charges, including all applicable taxes, are your sole responsibility. You may be required to pay a reconnect fee and/or a security deposit in addition to all past-due charges before the Service is reconnected.

3. Computer and Equipment Requirements

At the time of initial installation of the Service, your computer equipment must comply with the Company's current minimum computer requirements and your computer must be free of viruses. You agree to only connect the Company-approved equipment to the Company's network. You will not remove any equipment owned by the Company (the "Equipment") from your premises ("Premises").

4. Installation

You authorize Company personnel and/or its agents to enter your Premises at mutually agreed upon times in order to install, maintain, inspect, repair, and remove the Service. If you are not the owner of the Premises at which the Service is to be installed, you represent that you have obtained the consent of the owner of the Premises for the Company's personnel and/or its agents to enter the Premises for the purposes described above. You shall indemnify and hold the Company harmless from and against any claims of the owner of the Premises arising out of the performance of this Agreement. The Company or its agents may supply and install certain hardware for a fee determined by the Company.

TwinValley.com which may be modified by the Company from time to time, and which is incorporated herein by reference and made a part of this Agreement.

5. Links to Third-Party Websites

In your use of the Service and/or the Company's Website, you may encounter various types of links that enable you to visit websites operated or owned by third parties ("Third-Party Site"). These links are provided to you as a convenience and are not under the control or ownership of the Company. The inclusion of any link to a Third-Party Site is not (i) an endorsement by the Company of the Third-Party Site, (ii) an acknowledgement of any affiliation with its operators or owners, or (iii) a warranty of any type regarding any information or offer on the Third-Party Site. Your use of any Third-Party Site is governed by the various legal agreements and policies posted at that website.

6. Monitoring and Removal of Content

The Company is under no obligation to monitor the Service. However, the Company

reserves the right at all times and without notice to remove, restrict access to, or make unavailable, any content on its servers that it considers, in its sole discretion, to be obscene, lewd, lascivious, excessively violent, harassing, or otherwise objectionable, and to monitor, review, retain, and/or disclose any content or other information in the Company's possession about or related to you, your use of the Service or otherwise as the Company deems necessary to satisfy any applicable law, regulation, legal process, or governmental request. The Company also retains the right to purge your email account or accounts in the event that any such account has not been accessed for at least three (3) months.

7. Privacy

You authorize the Company to make inquiries and to receive information about your credit history from others, and to utilize such information in its decision regarding its provision of the Service to you. You agree that the Company may collect and disclose information concerning you and your use of the Service in the manner and for the purposes set forth herein and in the Company's Privacy Policy located at TwinValley.net.

8. No Spam or Other Unsolicited Bulk Email

The Company may immediately terminate any subscriber account that it determines, in its sole discretion, is transmitting or is otherwise connected with any "spam" or other unsolicited bulk email. You agree to pay the Company's damages for "spam" or unsolicited bulk email transmitted from or otherwise connected with your account. The Company reserves the right to block, reject, or remove what it considers in its sole discretion to be "spam" or other unsolicited bulk email from the Service and the Company shall have no liability for blocking any email considered to be "spam."

9. Termination and Surviving Obligations

Either party may terminate this Agreement at any time without cause by providing the other party with no less than twenty-four (24) hours' written notice of such termination. In the event of termination by you, you must notify the Company by telephone or by a non-electronic written submission. Email submissions shall not constitute effective notice. The Company may notify you of termination by electronic or other means. You expressly agree that upon termination of this Agreement: (i) You will pay the Company in full for your use of any Equipment and Service up to the later of the effective date of termination of this Agreement or the date on which the Service and any Equipment have been disconnected and returned to the Company; (ii) you will permit the Company to access the Premises at a reasonable time to remove any Equipment and other material provided by the Company; (iii) you will ensure the immediate return of any Equipment to the Company and you will return or destroy all copies of any software provided to you pursuant to this Agreement; and (iv) the Company is authorized to delete any files, programs, data, and email messages associated with such account.

10. Disclaimer of Warranties and Limitation of Liability

You expressly agree that the Company is not responsible or liable for any content, act, or omission of any third party including, without limitation, any threatening, defamatory, obscene, offensive, or illegal conduct, or any infringement of another's rights including, without limitation, privacy and intellectual property rights, and you hereby release the Company for any such claims based on the activities of third parties. THE SERVICE IS PROVIDED TO YOU "AS IS" WITHOUT WARRANTY OF ANY KIND. NEITHER THE COMPANY, NOR ITS AFFILIATES OR ANY OF ITS SUPPLIERS OR LICENSORS, EMPLOYEES, OR AGENTS WARRANT THE SERVICE WILL BE UNINTERRUPTED OR ERROR-FREE OR FREE FROM VIRUSES OR OTHER HARMFUL, MALICIOUS AGENTS, EVEN IF ANTI-VIRUS MECHANISMS ARE DEPLOYED. THE COMPANY DOES NOT WARRANT THAT ANY DATA OR ANY FILES SENT BY OR TO YOU WILL BE TRANSMITTED IN UNCORRUPTED FORM OR WITHIN A REASONABLE PERIOD OF TIME. ALL REPRESENTATIONS AND WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ANY WARRANTIES OF TITLE, NONINFRINGEMENT, FITNESS FOR A PARTICULAR PURPOSE, AND MERCHANTABILITY ARE HEREBY EXCLUDED AND DISCLAIMED. THE COMPANY AND ITS EMPLOYEES, REPRESENTATIVES, AND AGENTS ARE NOT LIABLE FOR ANY COSTS OR DAMAGES, ARISING DIRECTLY OR INDIRECTLY, FROM THE INSTALLATION OR USE OF, THE LICENSED SOFTWARE, THE SERVICE (INCLUDING EMAIL), EQUIPMENT FURNISHED BY THE COMPANY, OR THE COMPANY'S PROVISION OF TECHNICAL SERVICE AND SUPPORT FOR THE SERVICE – EVEN IF SUCH DAMAGE RESULTS FROM THE NEGLIGENCE OR GROSS NEGLIGENCE OF A COMPANY INSTALLER, TECHNICIAN, OR CUSTOMER CARE REPRESENTATIVE, INCLUDING ANY INDIRECT, INCIDENTAL, EXEMPLARY, SPECIAL, OR PUNITIVE DAMAGES, REGARDLESS OF WHETHER OR NOT THE COMPANY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN ANY EVENT, THE COMPANY'S CUMULATIVE LIABILITY TO YOU FOR ANY AND ALL CLAIMS RELATING TO THE USE OF THE SERVICE SHALL NOT EXCEED THE TOTAL AMOUNT OF SERVICE FEES PAID DURING THE IMMEDIATELY PRECEDING TWELVE (12)-MONTH PERIOD. YOU HEREBY RELEASE THE COMPANY FROM ANY AND ALL OBLIGATIONS, LIABILITIES, AND CLAIMS IN EXCESS OF THIS LIMITATION. THE COMPANY IS ALSO NOT LIABLE FOR ANY COSTS OR DAMAGES ARISING FROM OR RELATED TO YOUR BREACH OF THIS AGREEMENT. Your sole and exclusive remedies under this Agreement are as expressly set forth herein. Some states do not allow the exclusion or limitation of implied warranties, so the above exclusions or limitations may not apply to you.

11. Indemnification

You agree to indemnify and hold the Company, its affiliates, officers, directors, and employees, harmless from any claim, demand, or damage, including costs and reasonable attorneys' fees, asserted by any third party due to, or arising out of, your use of or conduct on the Service. The Company will notify you within a reasonable period of time of any third-party claim for which the Company seeks indemnification and will afford you the opportunity to participate in the defense of such claim, provided that your participation will not be conducted in a manner prejudicial to the Company's interests, as reasonably determined by the Company.

12. Management of Network, Maintenance

The Company reserves the right to manage its network for the greatest benefit of the greatest number of subscribers including, without limitation, the following: rate limiting, rejection, or removal of "spam" or otherwise unsolicited bulk email, anti-virus mechanisms, traffic prioritization, and protocol filtering. You expressly accept that such action on the part of the Company may affect the performance of the Service. The Company reserves the right to enforce limits on specific features of the Service including, without limitation, email storage (including deletion of dormant or unchecked email) and Web hosting maximums. The Company will endeavor to perform planned service-affecting maintenance between 12:00 a.m. and 6:00 a.m. However, if exigent circumstances require maintenance at other times, the Company reserves the right to perform maintenance at such time as may be necessary. The Company will maintain a database of phone and/or email contacts to be used for notifications of maintenance that may be service-affecting.

13. Copyright and Trademark Notices

Materials available on the Company Website are, or may be, protected by copyright law. All other trademarks and service marks are the property of their respective owners.

14. Intellectual Property Infringement Claims

The Company is registered under the Digital Millennium Copyright Act of 1998. In accordance with Title 17, United States Code, Section 512(c)(3), if you believe that a web page hosted by the Company is violating your rights under U.S. copyright law, you may file a complaint of such claimed infringement with the Company's designated agent. TwinValley.net

15. Governing Law and Jurisdiction

This Agreement shall be exclusively governed by, and construed in accordance with, the laws of the State of Kansas, without regard to its conflict of laws provisions. All disputes arising out of, or related to, this Agreement and the Service must be brought in a Federal or State court located in the State of Kansas. You consent to the personal jurisdiction of such courts located therein. You waive all rights to bring any claim, suit, or proceeding more than one (1) year after the date the cause of action arose.

16. Miscellaneous

This Agreement constitutes the entire agreement and understanding between the parties with respect to its subject matter and supersedes and replaces any and all prior written or oral agreements. In the event that any portion of this Agreement is held to be unenforceable, the unenforceable portion shall be construed in accordance with applicable law as nearly as possible to reflect the original intentions of the parties and the remainder of its provisions shall remain in full force and effect. Nothing contained in this Agreement shall be construed to limit the Company's rights and remedies available at law or in equity. The Company's failure to insist upon or enforce strict performance of any provision of this Agreement shall not be construed as a waiver of any provision or right.

Neither the course of conduct between the parties nor trade practice shall act to modify any provision of this Agreement. This Agreement may not be assigned or transferred by you. This Agreement is freely assignable by the Company to third parties.

17. How to Contact Us

For any questions regarding this Twin Valley Internet Subscriber Agreement, billing or other, please contact the Company at one of the following:

Email: support@twinvalley.net
Phone: 800.515.3311
U.S. Mail: P.O. Box 515, Clay Center, KS 67432

<https://www.twinvalley.com/wp-content/uploads/2023/05/TVT-Acceptable-Use-Policy-040620.pdf>