

# FPUAnet Communications WiMesh Broadband Internet (WBI) Service Agreement

## 1. GENERAL

### (A) Introduction

FPUAnet Communications services are provided by the FPUAnet Communications division of Fort Pierce Utilities Authority ("FPUA"), Ft. Pierce, Florida, USA and the terms, FPUA, and FPUAnet are service marks that may be used interchangeably in this Agreement. By using this service (the "Service") or by establishing an account, "you," the customer, agree to be bound by this agreement (the "Agreement") and to use the Service in compliance with this Agreement; the Acceptable Use Policy; all other applicable user policies (collectively "Terms of Service") available on the World Wide Web at <http://www.fpuanet.com/policies.html>; as well as online or hard copy Sales Order(s) (if any) by which you ordered your Service; and any other related documents signed by you. Special notes printed in the Sales Order prior to execution by both parties shall supersede the corresponding language of this agreement. Unless otherwise specified, this Service alone does not include maintenance of your network, but such services may be available separately, either as separate line items or on separate, additional Sales Order(s). FPUA may update this Agreement from time to time, and will publish the current version on the above website. FPUA will also announce such revisions by email to a list it maintains for this purpose. You are responsible for submitting your email address to this list on the [www.fpuanet.com](http://www.fpuanet.com) website, and for updating your email address if it changes. Agreement updates are effective 30 days after their publish dates. If you do not agree to any future revisions of this Agreement, and you have a current Sales Order, you may notify FPUA in writing within 30 days after the notice of revision. If you have thus notified FPUA and have a current Sales Order that has been executed prior to the revision date, the revision to which you have reported objection will not apply for the duration of the current term of your Sales Order. In the absence of your notification under a current Sales Order, your continued use of this Service following the posting of any revisions to this Agreement constitutes your acceptance of those revisions.

### (B) Definitions

"Network" shall refer to the linked communications system created by the installation of the fiber optic cables, other cables, wired and wireless devices owned by FPUA.

"Demarcation" shall refer to the antenna of the FPUA access point or other wireless transceiver on FPUA's Network, which may be further defined in the Sales Order.

FPUA's "WiMesh Broadband Internet" (WBI) service will enable communication with websites and other resources on the worldwide web, the public Internet, by way of the FPUAnet Network, which is operated seven days per week, twenty-four hours per day. The specifications of a WBI service are defined in the Sales Order.

## 2. SERVICES

- (A) In consideration for the payments to be made by you, pursuant to the terms of each Sales Order and this Agreement, the Service Provider ("FPUAnet"), will provide for your use the Service.
- (B) FPUA shall install and maintain all portions of its Network up to each Demarcation Point. FPUA shall give you at least 10 business days notice prior to the date of any scheduled, non-emergency work on the Network that may affect the Service.
- (C) Except as modified in the Sales Order, you will provide FPUA with ingress and egress to your premises from the public right of way, as needed, for the extension of FPUA's Network to each Demarcation Point. You will be responsible for all costs associated with any building modifications or conduit installation from the right of way or on your premises. If requested by FPUA, you must provide access to FPUA or its designate to allow inspection of your attached or wireless equipment, to insure their compatibility with the Network and to verify usage of Network resources. Whether or not the premises are owned by you, you shall obtain all necessary approvals, including easements where applicable from the owner which will allow FPUA to locate, install and maintain its equipment, including for emergencies, and to remove its equipment, cable and wire in the event of your default of any of the provisions of this Agreement or at the termination of this Agreement. FPUA retains the right to leave and use any of its equipment, cable and wire in place beyond Service termination, until FPUA decides to remove part or all of it.
- (D) Any unscheduled outage of the Service will require FPUA to perform emergency repairs. You agree to report the outage on the website at [www.fpuanet.com](http://www.fpuanet.com), whenever possible; otherwise by telephone to FPUA's Network Support line. FPUA will remotely troubleshoot and, if necessary, dispatch repair crew personnel for emergency dispatch 24 hours a day, seven days a week, and shall not be prohibited from contracting for the repair when deemed necessary. FPUA shall use reasonable best efforts to have its first maintenance person at the site requiring an emergency repair within four hours after the fault is identified and dispatch is deemed necessary. FPUA will attempt to restore the Service no later than six hours after the fault is identified. FPUA retains the right to charge you for time and materials expended, if you tamper with FPUA equipment, or report system outages that are not faults of the Service, such as outages caused by failure of your equipment.

### 3. SERVICE LEVEL AGREEMENT (SLA)

#### (A) SLA Terms and Conditions

FPUA has built the highly efficient FPUAnet fiber optic and wireless mesh network, which is designed for 100% uptime and minimal delays (latency). To achieve such reliability, FPUA uses a system of multiple wireless connection pathways to each wireless access point, or broadcast unit. In most cases, any failure of one pathway results only in an automatic re-routing of the signal.

In addition, devices on the FPUAnet Network are normally monitored constantly, seven days per week, twenty-four hours per day.

This robust design of the FPUAnet Network allows FPUA to guarantee service levels. If FPUA fails to meet any of the service levels defined in this section, your sole remedies shall be for FPUA to use commercially reasonable efforts to correct the deficiencies, for you to terminate the Service in accordance with section 6. (B), and for FPUA to credit your account, as appropriate, based on SLA Guarantee details below.

The SLA Guarantee credits do not apply for failures (i) occurring during scheduled maintenance or configuration events; (ii) attributable to any application, equipment, system, act or omission of you, your employees, contractors, agents or end users; (iii) caused by Force Majeure or other causes beyond the reasonable control of FPUA; (iv) in which testing or repairs are delayed due to insufficient access to equipment in your premises; or (v) of 40 minutes or less in duration.

In case of an SLA failure, you must first make sure the problem is not with your network or equipment. You can normally verify this with simple ping testing to several websites on the public Internet. Then, notify FPUA through the Network Support section at [www.fpuanet.com](http://www.fpuanet.com). Website notification is best, but if you are unable to use the website, you may call FPUA's Network Support line to request a trouble ticket be issued to verify and correct the issue. FPUA reserves the right to charge reasonable fees for repeated false alarms.

You must submit your request for credit within 30 days after the service failure event. The request must include your account number, service address, contact information, description and date of the incident, FPUA trouble ticket number, amount of credit requested, and your calculations. The total of all SLA credits shall not exceed the monthly rate for the portion of your service affected. Mail the request to:

Fort Pierce Utilities Authority  
FPUAnet Communications Division  
PO Box 3191  
Fort Pierce, FL 34948

The credit will normally be applied to your account within two billing cycles.

Signed or Initialed (optional): for Customer \_\_\_\_\_ for FPUA \_\_\_\_\_ Date: \_\_\_\_\_  
FPUAnet WiMesh Broadband Internet Service Agreement Page 3 of 8

**(B) FPUAnet Network Availability SLA Guarantee**

- i. Minimum Service availability is guaranteed to be:
  - 96.99% Service Availability (also called Service uptime)
- ii. Service Availability is expressed as a monthly percentage, calculated as:  
(minutes in the month – total unavailable minutes) / minutes in the month
- iii. Service is considered unavailable whenever an outage is recorded by FPUA. An outage means that one or both of two conditions are occurring:
  - FPUA’s access point (or other device), including the antenna used to hand off your service, is unable to obtain ping returns from Internet Protocol addressed devices on the public Internet.
  - FPUA’s access point (or other device), including the antenna used to hand off your service, does not return pings from other devices on the FPUAnet Network.
- iv. If FPUA fails to meet this service level, you will receive a credit on your account, calculated as the sum of
  - 10% of your monthly rate for the portion of your service affected, and
  - 100% minus Service Availability [from section 3(B) ii], rounded to a whole number percent, such as, for example:  
100% - 91.9% = 8.1%, rounded to 8%.

**(C) Mean Time to Repair (MTR)**

MTR is a monthly measure, and the FPUAnet standard is four hours or less. MTR is defined as (total outages minutes) / (number of outages). No credits are associated with MTR.

**(D) Latency SLA Guarantee**

Latency is the time between a ping request and receipt of the associated reply, expressed in milliseconds. If the monthly average latency between the FPUAnet gateway and the FPUAnet device in your premise exceeds 45 milliseconds, then you may receive a credit of 10% of your monthly rate for the portion of your service affected.

**(E) Packet Loss SLA Guarantee**

If the monthly average packet loss, at the port through which FPUA provides your service, exceeds 0.5%, then you may receive a credit of 3% of your monthly rate for the portion of your service affected.

**(F) Bandwidth SLA Guarantee**

- i. The bandwidth, or data transmission speed, provided to you, between the ports through which FPUA provides your Bandwidth Connection Service, is defined in your FPUAnet Sales Order.
- ii. Testing to verify bandwidth performance may be done by sampling speeds at regular intervals for a period or periods of time.
- iii. The bandwidth provided by FPUA to you is guaranteed to be at least 67% of the defined bandwidth, for at least 90% of the time each month. If the

bandwidth provided does not meet this standard, you may receive a credit of 10% of your monthly rate for the portion of your service affected.

#### 4. THE FPUA EQUIPMENT

- (A) Equipment provided by FPUA (“the Equipment”) for the Service is owned by FPUA and is to be returned to FPUA upon termination of the Service, unless otherwise stated in the Sales Order.
- (B) FPUA agrees to keep the Equipment in good repair for the duration of the Service. Except as modified in the Sales Order, you grant to FPUA and its agents three (3) rack units, or equivalent wall or shelf space at each Demarcation, electricity and access to operate and service FPUA equipment.
- (C) You will protect the Equipment and premises cabling, and be responsible for any damage to or loss of the Equipment and premises cabling, including the result of your abuse or negligence, until it is returned to FPUA.
- (D) This warranty is in lieu of all other warranties, express or implied, including but not limited to any implied warranties of merchantability or fitness for a particular purpose.
- (E) You agree to return the Equipment within 7 days after termination of the Service, and to immediately pay the fair market value for any part of the Equipment not returned to FPUA within that 7-day period. Fair market value will be reasonably determined at FPUA’s sole discretion.
- (F) If FPUA damages your premises (“the Premises”) during the Service installation or maintenance, FPUA will compensate the owner of the Premises for reasonable, actual and documented costs of necessary repair.

#### 5. PAYMENT

- (A) In consideration for the Service to be provided by FPUA, you shall pay fees to FPUA, including a monthly fee, in advance and in accordance with the Sales Order, or in the absence of a Sales Order, FPUA’s applicable fee schedule or price list. After the first three months of service, the monthly service rate will be adjusted each March, based on the percent Annual change in the CPI report, "U.S. All items, 1982-84=100 - CUUR000SA0" available from USDOL Bureau of Labor Statistics (<http://data.bls.gov/cgi-bin/surveymost?bls>). FPUA reserves the right to change pricing at any time, except that your pricing is protected within the current Term of your Sales Order. You shall also pay appropriate deposits and late payment fees in accordance with the then current security deposit, credit and collection policies of FPUA, and any sales tax, Communications Services tax, or any taxes or other fees required by applicable law. To the extent permitted by law, the parties agree to make all reasonable efforts to cooperate and to provide

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FPUAnet WiMesh Broadband Internet Service Agreement Page 5 of 8

assistance to one another in an attempt to obtain all available exemptions from any taxes to which any party may be subject as a result of entering into this Agreement.

**(B)** Payment shall be due in accordance with your online or hard copy Sales Order. Three payment options are available:

- i. Include Communication Services charges on your monthly paper invoice. This option is available at no extra charge if you receive a paper invoice for electric, water, wastewater, gas or other FPUA utilities. If you do not already receive a paper invoice, a monthly processing fee may be added.
- ii. Automatic bank draft using FPUA's EZPay service. There is no extra charge for this option, which is available to all utility customers of FPUA. EZPay authorizes FPUA to make automatic monthly charges each calendar month against your bank account. This authorization shall be cancelable by you via written notice to FPUA, delivered either by email, facsimile transmission or United States Mail (First Class, postage prepaid). To sign up, go to FPUA's Payment Options page at <http://www.fpu.com/mybusiness/payment.html>.
- iii. Automatic credit card payments. FPUA reserves the right to pass on to you a third party "convenience fee", if any, for credit card payments. For current details, go to the Online Services page at <http://www.fpu.com/account/index.php>.

## 6. TERM OF AGREEMENT

**(A)** Your Initial Term of Agreement is one (1) month, unless otherwise stated in the Sales Order. At the end of the Service Term of Agreement, the Service and Agreement will continue on a month-to-month basis until terminated with at least 30 days notice by either party, or renewed by written agreement of both parties, unless otherwise stated on the Sales Order.

**(B)** If FPUA materially defaults in performance of any duty or obligation imposed by this Agreement, you may terminate this Agreement after giving written notice to FPUA specifying the existence and nature of the default, and giving FPUA thirty (30) days from the effective date of the notice to cure the default. Events of material default by FPUA shall include, but are not limited to, failure to perform its duties hereunder three or more times within any calendar month. If you terminate this Agreement for such fault of FPUA, in accordance with this paragraph, you will not be obligated to pay any monthly Service charges, beyond the month in which you terminate, for the balance of the Term of Agreement.

**(C)** FPUA may suspend or terminate the Service upon no less than thirty (30) days prior notice, and Service suspension under this section shall not release you from your monthly payments or other obligations for the remainder of your Service Term of Agreement, upon (i) your failure to pay any amounts invoiced hereunder within thirty (30) days after the date of the invoice; or (ii) your failure or refusal to cure any breach of this Agreement (other than as mentioned above) within thirty (30) days

Signed or Initialed (optional): for Customer \_\_\_\_\_ for FPUA \_\_\_\_\_ Date: \_\_\_\_\_  
FPUAnet WiMesh Broadband Internet Service Agreement Page 6 of 8

after notice of such breach has been given by FPUA to you. If such failure, which caused FPUA to give notice of suspension or termination, is cured by you within the time periods provided for in this paragraph, such notice shall not be effective and this Agreement shall continue in full force and effect.

- (D)** If you terminate the Service prior to the completion of the full Term of Agreement, you agree to pay FPUA, within 7 days, all of the balance on your account, the fair market value of any Equipment not returned, as described in section 4 of this agreement, and 70% of the monthly Service charges for the balance of the Term of Agreement.

## **7. NO ARCHIVAL SERVICES**

This Service DOES NOT include storage or backup services for your data. FPUA shall have no responsibility for your failure to backup, or loss of any of your data. You are responsible for providing any archival history services with respect to your data, whether created by you or a third party.

## **8. DISCLAIMER OF WARRANTIES**

FPUA exercises no control whatsoever over the content, accuracy or quality of the information passing through its Network or any products ordered by you via its Network. The information or products obtained by you through the Service are provided "as is" without any warranties whatsoever, expressed or implied.

## **9. LIMITATION OF LIABILITY**

In no event shall either party be liable to the other for any consequential or special damages arising out of or in relation to this Agreement or the Service, including, but not limited to, damages incurred by you resulting from loss of data due to delays, non-deliveries, mis-deliveries or interruptions in Service, regardless of the cause.

## **10. FORCE MAJEURE**

Neither party shall be considered in default of its obligations hereunder if performance of such obligations is prevented or delayed by acts of God, government, war, riots, acts of civil disorder, labor disputes, failure or delay of transportation or such other causes as are beyond such party's reasonable control.

## **11. ASSIGNMENT**

No party to this Agreement may assign its rights or delegate its duties hereunder, in whole or in part, without the prior, written consent of the other party.

## **12. CONSTRUCTION**

Any word in this Agreement shall be read either as singular or plural, and as either masculine, feminine, or neuter gender, as the context may require. Captions are included for convenience only, and shall not be construed to limit, expand, or otherwise modify the text of this Agreement in any manner. Each party assumes equal responsibility for the drafting of this Agreement and this Agreement shall not be construed more strongly

against one party or the other on the basis of which party drafted or prepared it or any portion of it.

**13. NOTICES**

Any notice permitted or required by this Agreement shall be in writing and shall be either delivered in person; mailed by United States Mail, certified with return receipt requested and all postage prepaid; delivered by Federal Express, UPS or other widely recognized overnight courier services; or delivered by facsimile or electronic transmission with confirmation of receipt. Notice sent by certified mail shall be effective on the third business day following postmark, whether or not actually received, if properly addressed with postage prepaid. Notice delivered in person shall be effective upon delivery. Notice sent by overnight courier service, properly addressed with all charges prepaid, shall be effective at 5:00 PM on the next business day following placement of the notice in the hands of the courier service for delivery. Notice sent by facsimile or electronic transmission, properly addressed, shall be effective at 5:00 PM on the next business day following confirmation of receipt. Address to:

Fort Pierce Utilities Authority  
FPUAnet Communications Division  
206 South 6<sup>th</sup> Street  
Fort Pierce, FL 34950

**14. GOVERNING LAW**

This Agreement shall be construed under the laws of Florida, and as applicable, of the United States of America. Venue for any action or proceeding arising out of this Agreement shall be in Florida.

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