

TELCOM INNOVATIONS, INC. SERVICES AGREEMENT

This Agreement is made by and between Telcom Innovations, ("TI"), a Florida corporation with offices at 7301 Venetian Way, West Palm Beach, Florida 33406 and

_____ ("Customer"). TI shall provide to Customer and Customer shall purchase from TI those services ("Services") described in the Service Schedule(s) ("Service Schedule(s)"), indicated by a checkmark below and attached hereto and incorporated by reference herein. Such Services shall be provided pursuant to the terms and conditions specified in this Agreement. By signing this front page, TI and Customer agree to be bound to all terms and conditions of this front page, the general terms and conditions on the following pages and the terms of the Service Schedule(s) checked below and attached hereto and incorporated herein (all such documents, collectively referred to as the "Agreement").

The Service Schedule(s) attached to this Agreement are as follows: (check appropriate box of the Services to be provided pursuant to this Agreement):

[X] Schedule One – Video Hosting Services.

The term of this Agreement is for a period of 12 month(s) ("Term"). The Term shall commence upon _____ on behalf of the Customer by TI and continue for the entire length of the Term, unless terminated earlier pursuant to the terms and conditions of this Agreement. The Term shall automatically renew for a period of 12 month(s) unless customer notifies TI in writing 30 days prior to the termination of this agreement.

GENERAL TERMS AND CONDITIONS

- 1. Services.** TI shall provide to the Customer the Services indicated on the front page and as further described on the Service Schedules to this Agreement, at the applicable rates described on such Service Schedules. Notwithstanding anything to the contrary in this Agreement, TI may adjust its rates and charges at any time, to recover amounts it may be required by governmental authorities to collect or pay for such Services. If such required adjustments to rates and charges exceed 5% (five percent) of the monthly charge stated in the Service Schedule to this Agreement, Customer may terminate this agreement immediately upon written notice.
- 2. Payment of Invoices.** All charges for all services and all fees for service for the initial (1) month of the Term shall be due and payable upon the date of execution of this Agreement. All fees for Service for subsequent months of the Term, unless otherwise indicated on the appropriate Schedule, shall be due and payable on the first of each month. Amounts not paid on the due date will be considered past due and a failure to perform a material obligation under this Agreement and TI may terminate this Agreement or service under applicable Schedule immediately upon written notice of any sum past due. Written notice includes email. Any past due amounts shall be assessed a late payment charge in an amount equal to ten percent (10%) of the past due payment or largest amount permit able under law, whichever is greater
- 3. Taxes.** All installation and service fees quoted herein are exclusive of federal, state and local sales, use, excise, utility, gross receipts or other similar tax-like

charges and tax related surcharges, all of which, if applicable, Customer agrees to pay.

- 4. DISCLAIMER OF WARRANTY: LIMITATION OF LIABILITY.** CUSTOMER EXPRESSLY AGREES THAT USE OF THE SERVICE(S) HEREUNDER IS AT CUSTOMER'S SOLE RISK. NEITHER TI, ITS AFFILIATES, NOR ANY OF THEIR RESPECTIVE EMPLOYEES, AGENTS, THIRD PARTY CONTENT OR INFORMATION SERVICE PROVIDERS OR LICENSORS WARRANT THAT THE SERVICE(S) WILL BE UNINTERRUPTED OR ERROR FREE. NOR DO THEY MAKE ANY WARRANTY AS TO THE RESULTS THAT MAY BE OBTAINED FROM USE OF THE SERVICE(S) OR AS TO THE ACCURACY, RELIABILITY OR CONTENT OF ANY INFORMATION, SERVICE OR MERCHANDISE PROVIDED THROUGH THE SERVICE(S).

CUSTOMER SHALL INDEMNIFY TI FOR ALL LIABILITY IN CONNECTION WITH ANY USE OF THE SERVICE(S) HEREUNDER BY CUSTOMER OR CUSTOMER USERS. NEITHER TI NOR ITS AFFILIATES NOR ANY OF ITS SUPPLIERS SHALL HAVE ANY RESPONSIBILITY OR LIABILITY WITH REGARD TO THE OPERATION OR REPAIR OF CUSTOMER'S COMPUTER(S), OR FOR ANY DAMAGE TO CUSTOMER'S COMPUTER(S) OR LOSS OF DATA BY CUSTOMER, HOWEVER CAUSED.

NEITHER PARTY IS LIABLE TO THE OTHER PARTY OR ANY OTHER ENTITY, FIRM OR PERSON FOR DIRECT, INDIRECT, CONSEQUENTIAL, SPECIAL, INCIDENTAL, ACTUAL OR PUNITIVE DAMAGES, OF FOR ANY LOST PROFITS OF ANY KIND OR NATURE WHATSOEVER, EVEN IF FORESEEABLE, ARISING OUT OF ANY MISTAKE, ACCIDENT, ERROR, OMISSION, INTERRUPTION, OR DEFECT IN TRANSMISSION, OR DELAY ARISING OUT OF OR RELATING TO THE SERVICES OR THE OBLIGATIONS OF OTHER PARTY PURSUANT TO THIS SERVICE AGREEMENT AND ANY EXHIBITS OR SCHEDULES TO IT INCLUDING, WITHOUT LIMITATION, ANY FAILURE TO PROVIDE TIMELY, ACCURATE PROVISION, OR INSTALL ANY PORTION OF THE SERVICES, OR CONDITIONS WHICH MAY RESULT FROM ACTIONS OF REGULATORY OR JUDICIAL AUTHORITIES. TI MAKES NO WARRANTY TO CUSTOMER, WHETHER EXPRESS, IMPLIED OR STATUTORY, AS TO THE DESCRIPTION, QUALITY, MERCHANTABILITY, COMPLETENESS OR FITNESS FOR ANY PURPOSE IN CONNECTION WITH THE SERVICE(S), ALL OF WHICH WARRANTIES BY EACH PARTY ARE BY THIS SERVICE AGREEMENT EXCLUDED AND DISCLAIMED. CUSTOMER HEREBY ACKNOWLEDGES THAT THE PROVISIONS OF THIS SECTION 4 SHALL APPLY TO ALL SERVICE(S) PROVIDED HEREUNDER, AND ARE FOR THE BENEFIT OF TI, ITS AFFILIATES, THIRD PARTY CONTENT AND INFORMATION SERVICE PROVIDERS AND ITS SUPPLIERS, AND THEIR RESPECTIVE EMPLOYEES AND AGENTS (EACH OF WHICH SHALL HAVE THE RIGHT TO ASSERT AND ENFORCE THE PROVISIONS OF THIS SECTION 4 DIRECTLY ON ITS OWN BEHALF). CUSTOMER FURTHER AGREES THAT ANY TRANSMISSION OF DATA OVER TI'S NETWORK WILL BE DONE SO WITHIN THE LAWS OF THE UNITED STATES, THE COUNTY OF PINELLAS, THE STATE OF FLORIDA, THE CITY OF MARATHON, AND ANY OTHER GOVERNING BODY ON BOTH THE TRANSMITTING AND RECEIVING END OF SUCH DATA.

- 5. Modifications.** TI shall have the right at any time to modify or discontinue any aspect or feature of the Service(s) upon Three (3) day written notice of such modifications to Customer

- 6. Customer Status.** Customer hereby represents and warrants that if it is a corporation, or other business entity, that it is duly organized, validly existing and in good standing under the laws of the jurisdiction of its organization and is qualified to do business in Florida. In addition, the customer represents and warrants that it has all necessary power and authority to enter into this Agreement and perform its obligations hereunder and that this Agreement constitutes a legal, valid and binding obligation of Customer.
- 7. Internet Service Provider Status.** Under no circumstances will TI, as an Internet service provider ("ISP") hereunder, undertake any obligation to review or determine the accuracy of any Customer postings. Customer shall be responsible for and shall indemnify TI for any liability resulting from Customer's postings, including for defamation, copyright, trademark or other's proprietary right infringement, or any other liability, judgment or cost. The parties agree that TI is providing Internet services to Customer and qualifies as a "provider of interactive computer service," referred to in § 230 of the Communications Decency Act of 1996.
- 8. Indemnifications.** Customer agrees to indemnify and hold harmless TI, its affiliates and their respective officers, directors, employees and agents from and against all claims and expenses, including attorneys' fees, arising out of the use of services by Customer or otherwise arising out of the use of Customer's account(s). This obligation shall not apply where Customer had no knowledge of or did not authorize use.
- 9. Regulations.** This Service Agreement is made expressly subject to all present and future valid orders and regulations of any regulatory body having jurisdiction of the subject matter of this Agreement and to the laws of the United States of America, any of its states, or any foreign government agency having jurisdiction. If any terms of this Agreement are found in conflict with any law, this Agreement is deemed modified to the extent necessary to make it comply with the law in such a way as is consistent with the intent and purpose of this Agreement. TI reserves the right to terminate the Services hereunder if such Service(s) are used for an improper or illegal purpose.
- 10. No Agency.** Neither party is authorized to act as an agent for, nor legal representative of, the other Party. Neither Party has the authority to assume nor create any obligation on behalf of or binding on the other Party.
- 11. Confidentiality.** Customer and TI will keep the terms of this Agreement, including invoices, confidential. Both Parties agree not to disclose, and to assure that its employees and agents will not disclose, any Confidential Information. Confidential Information will include, but not limited to, any and all fees or quotes for services hereunder, whether written or oral. When this Service Agreement expires, each Party agrees to return to the other any and all materials and Confidential Information belonging to the other Party. Injunctive relief for violation of this confidentiality provision is available without a showing of irreparable harm or injury and without the necessity to post any bond whatsoever. This Section 11 shall survive any termination of this Service Agreement.
- 12. Force Majeure.** If either Party's performance under this Agreement is restricted or interfered with, in whole or part, by causes beyond its control, including but not limited to, acts of God, fire, explosion, vandalism, cable cut, utility customers' curtailment, power failures, storms, any interference with the frequency spectrum used by TI for provision of the Services hereunder, any request of the United States government, or of any agency, court, or other instrumentality of civil or military authority, or by national emergency,

insurrection, riot, war strike, lockout or work stoppage or other labor difficulties, supplier failure or shortage or breach or delay, any law order, regulation, tariffs or rates; any of which make it impossible or impractical for such Party or its service providers to provide the Services at the current rates, then such Party is excused from its performance on a day-to-day basis to the extent of this restriction or interference. Either Party shall reserve the right to suspend or terminate this Service Agreement in the event of an interruption of Service in excess of twenty-four (24) hours. Furthermore, TI shall not be responsible for ensuring that Customer is able to reach all "segments" or portions of the Internet.

- 13. Governing Law.** This Agreement is in all respects governed by the laws of the State of Florida, without regard to choice of laws. Any dispute that may arise under this Service Agreement must be resolved in accordance with such laws of the State of Florida.
- 14. Binding Effect.** By the signing and delivery of this Agreement and the performance of the obligation herein, the Parties expressly confirm that his document has been duly authorized and that this Agreement is binding upon and insure to the benefit of the Parties and their respective successors and assigns. The transfer or assignment of this Service Agreement without the express written consent of TI is prohibited. Any attempt to make an assignment in violation of the terms of this Agreement is null and void. No assignment will release either Party of its obligation under this Agreement.
- 15. Entire Agreement.** The front page, these General Terms and Conditions and the Service Schedules attached hereto constitute the entire Agreement between the parties and supersedes all prior agreements, both written and oral, between the parties. This Agreement may not be amended except by an instrument in writing, signed by both Parties. No modification or amendments to this Agreement is caused by the acknowledgement or other similar form from the other Party
- 16. Counterparts.** This Agreement may be executed and delivered in one or more counterparts, and by different parties hereto in separate counterparts, each of which when executed and delivered shall be deemed to be an original but all of which when taken together shall constitute one and the same agreement.
- 17. Conflict.** In the event of a conflict in interpretation between the cover page, these terms and conditions and the Service Schedules, the terms and conditions of the Service Schedules shall prevail.
- 18. Special Termination.** TI shall have the ability to terminate customer if any of the following occurs: TI experiences network blocking, Customer partakes in illegal, unethical, or immoral activities, TI deems customer's activities detrimental to TI's business image and practices, or if any attack is made on TI's network by third parties. In the event of TI's election to terminate, Customer will have 4 hours to remove Customer's software from TI's property and TI shall not be liable for any performance under this agreement or for any loss of business by Customer.
- 19. Special Indemnification** TI shall not be held liable for any damages arising from Customer's business practices claimed by Customer or any third party for any reason. Customer further agrees that Customer is fully liable for any damages claimed against TI because of Customer's business practices. If TI must retain legal counsel of its own choosing to defend itself from any such claims, Customer agrees to reimburse TI for such fees and retainers within 2 days of TI's payment of such fees and retainers.

20. Proprietary Information. All Customers' proprietary information concerning art work, website designs, and content uploaded by its management, shall remain the property of Customer.

Schedule One

CHOOSE QUANTITY [1]

	PROFESSIONAL VIDEO HOSTING
Sponsored Channel or Web Cam	\$150 /Month
Pro Channel	\$450 / Month
Network Channel- Branded	900 / Month

DDA Channel Marketing

	Monthly 10xPer Day =Avr 300 spots Per month
Ad Rates	
30 Second	\$600/Month or \$2/Ad /play
60 Second	\$1000/Month or \$3.33/Ad /play
2-5 min sponsor Ad with POP up ads txt/jpg pop up	\$1,500 /Month & \$0.10/ Pop Up Ad
2-5 min Sponsor Ad with Pre-roll	\$2,000/Month & \$1/Pre Roll Play &

Print Production	\$150/hour
Video Production	\$150/hour
Program Scheduling	\$150/hour
Web integration	\$150/hour
Optional Local SEO	\$895/Year (front Page Listing Local Market)
Domestic SEO	Per Requirements

[X] \$500 TVNOW.me One-time setup

One-time to, design, configure, deploy and ACCOUNTS as outlined above with application .

- Up to 8 hours to install, configure, User Account and Training
- Database setup
- Configuration & Project Management
- Planning, and Implementation TVNOW.me Channel
- TVNOW Training

Manual for TVNOW services is available here: <http://manual.tvnow.me>

[] 24/7 Escalated Support (per customer) \$500 mo

- Customer is given a dedicated support team who support the application
- 24/7 Call and Support Ticket system access around the clock to handle outages or downtimes Includes: Monitoring - System level hardware and software health checking monitoring using industry standard SNMP protocol infrastructure for High Availability and Nagios.

[] Daily Backups with 30 days retention (per server) \$600 mo

- 2 TB of Storage
- Backup monitoring daily hard drive to backup server
- Testing of daily backup front end, backend and databases included in Managed services.

OPTIONAL BANDWIDTH PACKS (1 month payment in advance required)

- [] 5,000 - 10,000 GB \$0.30GB
- [] More than - 50,000 GB \$0.20GB
- [] More than - 100,000 GB \$0.16 GB

You will be connected via a 1000Mbps switch and be able to push up to 1000Mbps. Or larger bandwidth commitments with be rerouted to our partner content delivery network.

Anytime your service surpasses the assigned bandwidth, you will pay an overage rate of **\$1.00** per GB. No bandwidth overage charges will be assessed as long as Customer promptly purchases additional bandwidth as recommended by TI.

OPTIONAL CLOUD ENCODING / TRANSCODING (www.monsterencoder.com)

- [x]** TVNOW.me Encoder Instance 100 Files - \$200 mo
- [] Encoder Instance 500 Files Limit- \$750 / month
 - Encoder \$200 setup required for any of the Encoder Package
 - Telcom Innovations, Inc. only support files we encode through TVNOW.me Encoding.

OPTIONAL SERVICES MOBILE or SET TOP BOX SERVICE

- [] Mobile SERVICE NUMBER OF CHANNELS X _____ x \$100/Channel
- [] Set Top Box NUMBER OF CHANNELS X _____ x \$100/Channel

NOTE: - Encoder Instance recommended

OPTIONAL NAS STORAGE OFFERS

- [] 2TB - \$400 per month
- [] 8TB - \$1000 per month

10TB \$2000 per month

OPTIONAL SERVICES

- System's Consulting \$250.00 /hour
- Training Rate TVNOW \$150.00 /hour
- Creative Video Editing \$150.00/hour
- Creative Image Editing \$150/hour
- Video Scheduling \$150.00/hour
- Ad Campaign Setup: \$100 Monthly 200 Campaign
- Per Text Ad SetUp \$50.00
- Mid Roll Banner Upload \$75.00

25 Social Networks Setup -\$399 One Time Per Brand
Setup up of 25 social networks that match your business, optimized for your unique audience. We integrate them together so they co-exist and provide greater awareness for your business. We supply graphics, images and video, and then presto...you are ready to go. Just to name a few we set up your business with accounts on Twitter, Facebook, YouTube, Meetup, StumbleUpon, Newsvine, Flipping Pad, Biznik, Digg, Flickr...

custom design your social platforms \$649
Custom design to look amazing. Up to 5 hours of work. Our design professionals optimize your branded graphics for the Social Web. Get the attention you deserve and make that impression amazing!

- 1) TVNOW.me Page
- 2) Custom Facebook Video Page
- 3) Custom YouTube Page
- 4) Custom Twitter Page
- 5) Landing Page for Lead Generation

Creative Writing Content Publishing - \$695/Month – 4 hours

Basic Wordpress web design & Setup – Starting at \$1200
Customizations \$150 per hour.

Facebook fan base building..... very fast so you have a strong presence on the leading Social Network.

- 1,000 Facebook "likes" to your page within approx 8-10 day - \$350
- 2,500 Facebook "likes" to your page within approx 15 days - \$600
- 5,000 Facebook "likes" to your page within approx 30 days - \$1000
- 10,000 Facebook "likes" to your page within approx 60 days -\$2000

The Twitter \$350 / month works a little differently. Instead of paying a set amount for a number of followers, you pay monthly and get as many followers as possible. Most accounts can achieve 3,000-4,000 followers in 6-8 weeks.

NOTE: Delinquent payments will cause service interruptions and re-connection fees apply. Hosting fees shall be paid and clear our account before activation. A corporate credit card is required to be on file for all month to month hosting accounts. Annual, semi-annual, and quarterly hosting plans are available. All hosting payments shall be cleared on the due dates. Larger Bandwidth transfer packages are available. Please inquire with us at cycaine@ezcall.net

Telcom Innovations, Inc SLA (Service Level Agreement for Network Streaming Customers)

This Telcom Innovations Inc. Service Level Agreement ("SLA") applies to all Network Plus clients. Client agrees that Telcom Innovations Inc. internal measurements establish the eligibility for any applicable Performance Credit. In the event that Client determines that a discrepancy in such measurement exists, Client shall promptly notify Telcom Innovations Inc. and Telcom Innovations Inc. and Client will mutually agree upon the validity and accuracy of the measurement, and upon Client's eligibility for any applicable Performance Credits.

This SLA may be amended at any time by Telcom Innovations Inc. Updated copies of the SLA will be located at: <http://www.ezcall.net> or <http://tvnow.me>

1. Definitions

1.1. Managed Services ("Managed Services") is defined as security audits, application and software updates, user management, and software installs on dedicated or shared servers to be performed by Telcom Innovations Inc. for the client. Telcom Innovations Inc. will maintain the server and services and provide monthly System Administration to the server and services. Special requests for Administration on the solution will be completed within 2 hours of requests and be made by the client or authorized agent working for the client. All services performed on the server, systems or development are subject to Billable rate per hour labor fee. Managed Service does not allow root or administrator access to the server. Telcom Innovations Inc. will perform a set of performed checks, audits, and reports on the server and provide monthly e-mail regarding your server when requested. This service is to provide the clients with knowledge and overview of the systems and services provided. From time to time security updates, application patches, and System Administration may be performed free of charge. In addition to these services System Administrator may make recommendations to improve the overall performance, security, and updates to the service. At the sole discretion of the System Administrator any installation, configuration, or tuning of the server may be considered billable when done at the request of a customer. Telcom Innovations Inc. agrees to provide Client with notification during monthly report on what items are "free of charge" and what items are "billable". TI is to notify the client in advance for any such billable charges. To participate in Managed Services Client agrees to maintain an updated username and password with FULL rights to the server(s) excluding any third party software licenses leased from Telcom Innovations

1.1.2 Unmanaged Services ("Unmanaged Services") is defined as servers and services that are rented to Clients. Telcom Innovations Inc. performs no maintenance, security checks, and user management for the client. Telcom Innovations Inc. will perform system administration on a per incident basis. All services performed on the server come without warranty or guarantee. All service performed on the dedicated server are subject to a \$250.00 an hour labor fee. Client shall be responsible for purchasing all software licenses on unmanaged services.

1.2. Telcom Innovations Inc. Network ("Telcom Innovations Inc. Network") is defined as the equipment, software and facilities within Telcom Innovations Inc. network segment, including Telcom Innovations Inc. contracted ISP service to which Telcom Innovations Inc. network segment is connected, collectively used by Telcom

Innovations Inc. to provide the service.

1.3. Service Availability ("Service Availability") is the total time in a calendar month that the Telcom Innovations Inc. is available through the Internet, provided that Client has established connectivity. Telcom Innovations Inc. takes responsibility for the Service Availability within their network, and cannot be held liable for upstream problems. The Telcom Innovations Inc. Network will be available to clients free of Network Outages for 99% of the time.

1.4. Service Downtime ("Service Downtime") is any unplanned interruption in Service Availability during which Client is unable to access the services as described in section 1.3 above that is determined to have been caused by a problem in Telcom Innovations Inc. Network as confirmed by Telcom Innovations Inc. Service Downtime is measured as the total length of time of the unplanned interruption in Service Availability in a calendar month. Telcom Innovations Inc. provides direct support and expertise in the software it provides, any unplanned outages due to software failure are the direct responsibility of the software publisher and not of Telcom Innovations Inc.

1.5. Scheduled Service Downtime ("Scheduled Service Downtime") is any Telcom Innovations Inc. interruption of Managed Services. Scheduled Service Downtime occurs during Telcom Innovations Inc. standard server maintenance window, which occurs with a 24 hour notice to the Client via e-mail.

1.6. Performance Credit ("Performance Credit") occurs when 99% uptime is not met. Telcom Innovations Inc. will refund the customer 5% of the monthly fee for each 120 minutes of downtime (up to 100% of the customer's monthly fee). Network downtime is measured from the time the trouble ticket is opened by a customer to the time the server is once again able to transmit and receive data.

1.7 Monitoring Service ("Monitoring Service") is the service Telcom Innovations Inc. provides and monitors TCP/IP based ports and applications through its internal monitoring service. To participate in this, Telcom Innovations Inc. must have valid system administrator access to repair the server in the event of a service/daemon failure.

1.8 Billable System Administration ("Billable System Administration") is operation, configuration, performance tuning, security configurations, and any interaction with the Operating System or software installed on the server. Support provided to the client that requires Telcom Innovations Inc. to login to the server can be considered Billable System Administration.

2. Service Downtime Performance Credit (Network PlusMinute Commitment Customers Only).

2.1. In the event of Service Downtime in which monthly Service Availability is less than 99%, Client will receive a Performance Credit as described in section 1.6 of this document.

3. Service Exclusions.

3.1. This SLA does not cover Service Downtime caused by problems in the following:

3.1.1. Client's local area network.

3.1.2. Client-provided Internet connectivity or end-user software.

3.1.3. Anything inside Client's internal network including, but not limited to, firewall configuration and bandwidth to internet, local area workstations, servers, software, and configuration.

4. Service Downtime Exclusions.

4.1. The following are excluded from the monthly calculation of Service Availability:

4.1.1. Any utilized Scheduled Service Downtime.

4.1.2. Any problems outside Telcom Innovations Inc. Network.

4.1.3. Any interruptions, delays or failures caused by Client or Client's employees, agents, or subcontractors, such as, but not limited to, the following:

4.1.3.1. Inaccurate configuration.

4.1.3.2. Non-compliant use of any software installed on the server.

4.1.3.3. Client initiated server over-utilization of equipment capacity.

4.1.3.4. Any problems related to the attacks on the machine such as hacking, attacks, and exploits.

5. Billable System Administration, which is defined in section 1.8, includes the following.

5.0.1 System Administration of the client's server.

5.0.2 Software installations performed by Telcom Innovations Inc.

5.0.3 Virus and Security Scans of the server.

5.0.4 Configuration of the Operating System, web Server, and custom software installed on the server.

5.0.5 Security Audit and reports of the server.

5.0.6 Patches, Upgrades, and Service Pack installations that are added after the initial installation of the OS on servers.

6. Server Hardware for Full Managed and Unmanaged Servers.

6.0.1 Hardware is defined as the Processor(s), RAM, hard disk(s), motherboard, NIC card and other related hardware included under the server lease. This guarantee excludes the time required to rebuild a RAID array.

6.0.2 Hardware replacement will occur within 48 hours of the reported problem, Telcom Innovations Inc. will refund 15% of the monthly Hosting fee per additional 24 hours of down time (up to 100% of customer's monthly Hosting fee) Ad Fees will be credited 5% of customer's monthly ad costs per day.

6.0.3 Restoration is defined as returning the server to original configuration when it was purchased. If hardware failure causes corrupted Operating System, Data Files, or Configuration of server, Telcom Innovations Inc. will restore the system to original state.

6.0.4 In the case "Daily Backups with 30 days retention" option is not selected above, Telcom Innovations Inc. is not responsible for the restoration of data to server. If hardware failure occurs and data loss occurs, client is ultimately responsible for data restoration. Telcom Innovations Inc. shall not be liable for loss of data under any circumstance.

6.0.5 Telcom Innovations Inc. does not take responsibility for the overall security of servers. If servers are compromised in any way, Telcom Innovations Inc. reserves the right to audit the server. Servers receive monthly security audits as part of the overall Personal System Administrator's program but security is the responsibility of the client. Telcom Innovations Inc. reserves the right to cancel service if servers are compromised for the use of unsecured passwords or blatant disregard to simple security measures. Billable rates apply for any security-related work done due to the server being compromised.

TVNOW.me SIGNATURE PAGE

Customer	Telcom Innovations Corporation
Signature Company Representative	Signature TI Representative
Name – Print	Cy Caine Name – Print
Title – Print	Senior Marketing Consultant Title – Print
Date	Date
Address	7301 Venetian Way, West Palm Beach, FL 33406 Address
E-mail	info@ezcall.net E-mail
Telephone	561-582-5916 Telephone

Service Schedules shall control. Addresses above are designated as notice addresses for any communications between TI and Customer.