

Subscriber Notification of Terms and Conditions

By connecting to and using DISH Network service provided through Bloom Broadband, you agree to the following terms and conditions:

Subscriber Responsibilities

1. Pay all charges for services to which you have subscribed or which are charged to your receiver(s) (including all Pay-Per-View Fees).
2. Provide Bloom Broadband, at no cost, electrical power and connections necessary to provide service to your residence.
3. Pay the charges for service on or before the due date noted on your statement. Bloom Broadband may "mute" your service (temporarily suspend programming), disconnect your account, limit access to Pay-Per-View and/or take other collection actions if your account has an overdue balance. Your community will charge a Reconnect Fee to restore programming if your account is "muted." No credit will be issued for lost programming during this period. If the balance due and Reconnect Fee are not paid in full before the "mute" period expires (minimum of 24 hours), your DISH Network account will be disconnected. Charges for your service will end the day service is "muted" and a community employee will retrieve all DISH equipment. If service is disconnected and equipment is retrieved, connecting to DISH service will not occur until all amounts due the community, including any equipment charges, have been paid. All fees, terms and conditions for a new subscriber will then apply.
4. Payments made after the due date, or payments made to cover checks that have been returned from a financial institution, must be paid in the form of a cashier's check or money order.
5. All billing disputes must be received within 60 days to be considered eligible for a billing adjustment.

Equipment and Replacement Cost

All receivers, remote controls, Q-boxes, cables, and access cards provided are Bloom Broadband's sole property. You must return all such equipment at the time service is disconnected or terminated. Bloom Broadband will be available to advise you of all return options.

You must pay your community the cost of repairing or replacing damaged, lost or stolen equipment, unless service problems were caused by reasonable wear and tear, defects in the workmanship or design of the equipment, or Bloom Broadband's installation or maintenance of the equipment. Replacement batteries for remote controls are your responsibility. Current replacement costs for the equipment are as follows:

| | | | | | |
|-----------------------|----------|------------|---------|-----------------|---------|
| Standard Receiver | \$125.00 | Smart Card | \$75.00 | HDMI Cable | \$30.00 |
| Standard DVR Receiver | \$195.00 | Remote | \$25.00 | RCA Cable | \$15.00 |
| HD Receiver | \$165.00 | Q-Box | \$50.00 | Component Cable | \$25.00 |
| HD DVR Receiver | \$400.00 | | | | |

If damaged or stolen, we may bill you and/or remove the amount owed from your Security Deposit paid to your community.

Modification to Services and Rates for Services

Bloom Broadband may change its rates for services and will provide written notice of the change and its effective date. Such change may be in the form of a message on your statement. Bloom Broadband may change its services after giving you notice of such changes. If, for promotional purposes, Bloom Broadband offers rates that are lower and/or services that are in excess of those to which you subscribed, notice is not required. If you choose to change your service, a \$5.00 processing fee will be charged to your account. If your change of service requires a change of equipment, an additional \$25.00 fee per receiver will be charged to your account.

Installation and Maintenance

Bloom Broadband will install and maintain its services, plant and equipment according to its standards and Bloom Broadband's agreement with DISH Network. You agree to pay an Installation Fee of \$25.00 per receiver. You also agree to pay the monthly fee(s) for the installed equipment as listed below (with the exception of the monthly rental fee for the first receiver):

| | | | | | |
|-------------------|-------------|-----------------|--------------|-----------------|-----------------------|
| Standard Receiver | \$7.00 each | HD DVR Receiver | \$17.00 each | DVR Service Fee | \$15.00 (per account) |
| HD Receiver | \$7.00 each | DVR Receiver | \$17.00 each | | |

Bloom Broadband assumes no liability for service interruptions or damage to your property due to power, equipment or plant failure beyond Bloom Broadband's reasonable control.