

Residential Service Agreement

This Residential Service Agreement is entered into by SC and you, the Customer, as identified in related service orders, documents, or invoices. Please take a moment to review this agreement carefully, as it governs your use of—and SC's provision of—any services, software, or equipment.

SC is committed to delivering secure, reliable broadband and phone services tailored to your household's needs. By entering into this agreement, you gain access to personalized service and dedicated support, including 24/7 assistance and proactive communication regarding service updates or issues. Our knowledgeable local representatives are here to ensure a seamless experience—from installation through ongoing support.

This agreement reflects SC's values of trust, transparency, and customer care, and serves as the foundation for a long-term relationship built around your satisfaction.

Service Overview

SC is committed to delivering superior customer experience through residential fiber internet and telephone services that are tailored to meet the unique needs of each household. Each plan includes managed Wi-Fi to ensure secure, reliable, and user-friendly connectivity throughout the home. Customers also benefit from access to SmartTown, a community-based Wi-Fi network that enables secure internet use in designated public areas. To support this feature, your SC managed router is configured to extend secure connectivity to the community; this functionality operates independently and does not compromise the performance or security of your in-home network. SC's goal is to provide every customer with flexible, dependable, and secure connectivity solutions that enhance daily life and support seamless digital experiences.

Our Commitment to You

At SC, delivering an exceptional customer experience is our top priority. We are committed to providing residential customers with secure, reliable internet and phone services. Every interaction is designed to be simple and efficient, supported by responsive, local customer experience specialists. Through easy-to-understand service terms, timely support, and a consistent focus on your satisfaction, we aim to make doing business with us seamless from start to finish.

Initial Setup

Our pricing is transparent—what you see is what you pay, with no hidden fees.

We require basic personal information to perform a soft credit check, which helps determine if a deposit is needed. Deposits range from $0 to $150 and must be paid before an installation appointment can be scheduled. Deposits remain on the account for at least one year. They are only refunded back to the customer once an "A" credit rating has been maintained with SC for 12 months in a row.

To ensure a seamless and high-quality experience from day one, SC provides professional installation for a one-time fee of $100. This service includes expert setup and personalized support to ensure your services are properly configured and performing as expected.

If construction to bring fiber to the property is required, construction fees may apply. These fees must be prepaid, or a billing arrangement must be in place prior to the start of construction. Construction fees are assessed per location.

On installation day, a trusted individual over the age of 18 must be present at the service address for the entire duration of the appointment to ensure proper setup and communication.

If the residence is already equipped with SC service from a previous owner and the SC router is present in the home, installation is simplified. In these cases, a technician visit is not required, and service can be activated for a reduced connection fee of $25.

Construction Required for Service

Construction Authorization and Charges. The Customer authorizes SC and its contractors to access the service property at reasonable times to survey, construct, install, inspect, and maintain facilities necessary to provide service. The Customer is responsible for obtaining any necessary permissions and notifying SC of known property

conditions, restrictions, or other circumstances that may affect the work. Construction charges are separate from other applicable fees.

Premise Visit and Day of Notice. At the Customer's request, an SC construction crew will conduct a premise visit before construction begins to review the proposed work area and address construction-related questions. On the day of construction, the crew will knock on the home's door before starting work. Construction work will be performed outside the home, and the crew will not enter the home on the day of construction.

Private Facilities. Before construction begins, SC will contact 811 to request markings for public utility lines. Utility companies generally have two full business days to complete their locates. Please note that 811 does not mark privately owned facilities, such as septic or sewer lines, invisible fences, sprinkler systems, or electric, gas, and water lines beyond the utility company's meter.

When placing your order, your Customer Experience Specialist (CXS) will ask whether you would like a property visit before construction. If you have concerns about private facilities or any part of the construction process, please request a visit. An SC technician will meet with you at the property to review the proposed work and discuss your concerns.

Construction and Restoration. Once the required utility locates are complete, SC's construction crew will install the fiber drop. Construction timing depends on weather, ground conditions, permitting, existing workloads, location, and other circumstances beyond SC's control. The crew will determine the most appropriate location for the fiber enclosure and route the fiber drop from the property to the nearest SC access point, which may be located along the road or in an alley. Construction is typically completed using a vibratory mini plow to install conduit for the fiber.

SC will perform the work carefully and make reasonable efforts to minimize disruption to the property. Construction may be delayed when conditions could cause unnecessary damage or require extensive restoration. Once the fiber drop is installed and spliced, it will be ready for the in-home installation. Customers are not required to be present during construction.

Cancellation. If the Customer cancels after authorizing construction, the Customer is responsible for work completed, materials ordered, permit or locate costs, restoration, and other nonrecoverable expenses incurred through the cancellation date. Any unused prepaid amount will be credited or refunded after those charges are applied.

Changes & Updates

We understand that your household needs may change over time, and we're here to make those transitions easy. You're welcome to upgrade your service at any point during your agreement without penalty; upgrades must meet or exceed your current plan and will not extend the original terms of your agreement.

Disconnection of Services

Customers may request the disconnection of services at any time. Billing will be prorated based on the date of disconnection. If a deposit was collected at the time-of-service activation, it will be applied to the final account balance. Any remaining credit will be refunded to the customer after two full billing cycles. To ensure a smooth experience for the next resident, we kindly ask that all SC equipment remains connected and in excellent working condition. If the equipment is found to be missing or damaged, a fee will be assessed to cover the cost of replacement or repair.

Support & Contact Information

SC is committed to providing responsive, local support to all residential customers. Our representatives are available during regular business hours—Monday through Friday, 8:00 AM to 5:00 PM—to assist with service inquiries, billing questions, and technical support.

In the event of a service disruption, Residential Class Internet is classified as a class 3 priority, with service typically addressed by the next business day. SC typically responds more quickly whenever possible. Technicians will respond no later than one business day under normal circumstances. During significant outages, natural disasters, or other unusual disruptions, response times may be delayed. Customers can expect to be contacted by an SC representative with updates during such events.

For after-hours concerns, technicians are on-call 24/7 to respond to service-related emergencies. (i.e. service outage, damaged line or equipment) Payments and account information changes will be handled the following business day. Payment can be made via eBill Mobile or online at sctelcom.net.

If a service issue arises that requires a premise visit, a service call fee of $40 will apply unless the problem is determined to be with SC's facilities or equipment. Additional charges may be incurred depending on the repairs needed. Technicians will explain any anticipated charges before proceeding with work. Labor is billed at $45 per 30 minutes, with a 30-minute minimum.

Support is available through any of our three office locations:

- **Anthony Office** – 111 W. Main, Anthony, KS 67003 | (877) 723-6875
- **Kiowa Office** – 515 Main, Kiowa, KS 67070 | (877) 723-6875
- **Medicine Lodge Office** – 215 S Iliff, Medicine Lodge, KS 67104 | (877) 723-6875
- **Pratt Office** – 216 S Main St, Pratt, KS 67124 | (877) 723-6875

Billing & Payment Expectations

Invoices are issued on the 1st of each month and are due by the 10th. If payment is not received by the due date, a late notice will be issued, and a 3% late fee will be applied to your account and reflected on your next invoice. If the invoice remains unpaid 7 days after the issuance of the late notice, services will be suspended for non-payment. A $25 reconnect fee per service will apply to restore service. If the account remains suspended for 15 days, it will be transitioned to permanent disconnect status. In the event of a non-sufficient payment, a $30 NSF fee will be applied. Customers will be notified and given 10 days to settle the account before services are suspended.

Safe Premise and Equipment Care

Customer agrees to provide a safe, clean, and accessible environment for service. SC may pause or decline service if conditions present a safety concern. All SC-owned equipment remains SC property, and the customer is responsible for ensuring such equipment is not damaged, destroyed, lost, or rendered unusable, and agrees to pay the full replacement cost if this occurs due to neglect or unsafe conditions.

Privacy & Security

SC is committed to protecting your personal information and maintaining the security of your internet connection. Safeguarding Customer Proprietary Network Information (CPNI) is a priority, and we adhere to all applicable regulations to ensure your data is handled responsibly and securely. The use of SC's internet services constitutes an agreement with our Acceptable Use Policy (AUP), which outlines expectations for responsible usage and data protection. The AUP is available at https://sctelcom.net/legal/acceptable-use-policy and may be updated periodically. Continued use of our services following any changes to the AUP will be considered acceptance of the revised terms. Through managed Wi-Fi and SmartTown connectivity, SC uses trusted technologies to help keep your network secure and your information protected.

Service Selection

WIFI Network Name: _____ WIFI Password: _____

☐ **VIPx (2.5 GIG SYM) - $169.95**
Included: WiFi 7 Router, Outdoor Extender, Indoor Extender, SC WiFiConnect App, ProtectIQ, ExperienceIQ, and SmartTown

- ❑ Add on Indoor Extender - $4.95
- ❑ Add on Outdoor Extender - $9.95

☐ **Connected Home (1 GIG SYM) - $99.95**
Included: WiFi 7 Router, SC WiFiConnect App, ProtectIQ, ExperienceIQ, and SmartTown

- ❑ Add on Indoor Extender - $4.95
- ❑ Add on Outdoor Extender - $9.95

☐ **Essential Tech Starter (250 Mbps SYM) - $69.95**
Included: WiFi 6 Router, SC WiFiConnect App, ProtectIQ, ExperienceIQ, and SmartTown

- ❑ Add on Indoor Extender - $4.95
- ❑ Add on Outdoor Extender - $9.95
- ❑ Add on ExperienceIQ - $7.95

☐ **Simple and Secure (100 Mbps SYM) - $59.95**
Included: WiFi 6 Router, SC WiFiConnect App, ProtectIQ, ExperienceIQ, and SmartTown

- ❑ Add on Indoor Extender - $4.95
- ❑ Add on Outdoor Extender - $9.95
- ❑ Add on ExperienceIQ - $7.95

☐ **Residential Phone Service** – *Price varies per exchange*.

- ❑ Caller ID
- ❑ Call Forwarding
- ❑ Call Waiting
- ❑ 3-way Calling
- ❑ Voicemail
- ❑ Unlimited Long Distance

Signature & Acceptance

We value your ongoing trust and loyalty, and we want you to feel confident in your choice to stay connected with SC. This agreement is designed to ensure transparency and clarity about the services we provide, without requiring you to commit to a set term. You're welcome to stay with us as long as our services continue to meet your needs, and we're dedicated to earning your satisfaction every step of the way.

By signing this agreement, you're confirming your request for SC service and agreeing to our Service Agreement and Acceptable Use Policy. You also authorize SC to obtain a Consumer Credit Report as part of the process. Rest assured, all personal information will be kept private and confidential.

This agreement becomes effective on the date you sign below or when your service starts, whichever comes first.

Customer Full Legal Name: _____

Service Address: _____

Mailing Address: _____

Directory Listing: *(Applicable to Phone Service Only)* _____

Contact Number: _____ Allow Text: _____ Yes _____ No

Message and data rates may apply. You can stop receiving text messages at any time by calling us at 877-723-6875. Your information will be used by SC to provide you with text messages and to improve our services. We will not share your information with third parties without your consent.

Email: _____

Date of Birth: _____ Social Security Number: _____

Customer Signature: _____ Date: _____

To ensure the privacy and protection of your account, SC requires each customer to establish security credentials. Please provide a 4-digit password along with a security question and answer. This information will be used to verify authorized individuals when account inquiries or changes are requested.

Authorized User: _____

Authorized User: _____

Security Question: _____

Answer: _____ 4-digit Password: _____