

Terms and Conditions

Your service details, these terms of service and any schedules attached to these terms of service (“Schedules”), along with any amendments, all taken together form the entire contract (“Contract”) between you (“Customer” or “you”) and Northern Rural Net Inc. and/or (based on which services you subscribe to) a related Northern Rural Net Inc. company (“Northern Rural Net” or “we”). You should review the entire Contract. All of the parts are important and together create a legal agreement that applies to you once you have accepted it.

Northern Rural Net relies upon your word that you have reached the legal age of majority and are authorized to enter into this Contract. To help you to understand your rights and obligations under this Contract, these terms of service are written in a question and answer format.

1. How do I accept my Contract with Northern Rural Net?

You accept this Contract on the earlier of the date: (a) you receive a copy of these terms of service; (b) installation has commenced; or (c) you access or use Northern Rural Net Services (see Section 2), unless otherwise determined by applicable laws. You understand and agree that you are bound by this Contract, now and in the future.

2. What is covered by this Contract?

This Contract is for Northern Rural Net’s Services. The “Northern Rural Net Services” or “Services” include the installation and provision of Internet Services and Home Phone Services. The Services include additional equipment owned by Northern Rural Net (including equipment rented from Northern Rural Net) (“Northern Rural Net Equipment”) that you may need to receive the Services, such as devices, receivers, remotes, modems, routers, accessories, hardware, networks, platforms, certain batteries and/or other products.

3. What laws apply to this Contract?

Northern Rural Net’s frequencies are not federally regulated therefore this Contract is governed by the federal laws and regulations of Canada and the Province of Ontario but are not governed by the CRTC’s Television Service Provider (“TVSP”) Code.

4. What if parts of this Contract become unenforceable?

If any part of this Contract becomes outdated, prohibited or unenforceable, the remaining terms will continue to apply to you and Northern Rural Net. Even if Northern Rural Net does not enforce any part of this Contract for any period, the term remains valid and Northern Rural Net can enforce it in the future.

5. Can Northern Rural Net make changes to this Contract?

Yes. Northern Rural Net may change Services, and any term of the Contract, including the Fees. If required, Northern Rural Net will give you notice of these changes in writing, at least 30 days before the effective date, using a reasonable method to bring it to your attention, such as by posting it on northernrural.net, by including it on or with your bill or by sending it to you by email. This notice will clearly identify the proposed change and the effective date. Also, as required by law, this notice will set out the new term, or amended term and the term as it read before. No other statements (written or verbal) will change or amend this Contract.

6. What if I want to refuse a change to this Contract made by Northern Rural Net?

If you want to refuse the change, you may cancel the impacted Northern Rural Net Service or the Contract, subject to any applicable Fees.

7. Can I make changes to the terms of service that are in this Contract?

You may not make any changes to these terms of service. However, depending on the Northern Rural Net Service you subscribe to and your plan details, you may be able to add or remove certain Services or features.

9-1-1 Service

8. Are there any times when 9-1-1 is not available?

Yes. Northern Rural Net Services, including your 9-1-1 service (“9-1-1 Service”) will not work during network outages, including during planned hardware or software upgrades. As well, third-party communications services or equipment, monitored home security alarms or monitored medical devices that use Northern Rural Net Services as a communications pathway may also not function during network outages. You are responsible for the supply of electrical power necessary for the 9-1-1 Service to work. We recommend you use the battery backup feature in case of a power outage, however in cases of electrical outages we are not responsible for the loss of Services (including 9-1-1 Services)

9. Is there anything different about a VoIP phone 9-1-1 call?

Yes. There are some important notes about VoIP 9-1-1 calls to be aware of.

- With traditional 9-1-1 services your call is sent to the nearest 9-1-1 service centre, but with VoIP you will be routed to a third party who will manually route you to the correct location.
- Ensure you provide your location, for technical reasons the agent who receives your call may not have your phone number, name or location.
- Until you are told to do so by an emergency dispatcher please do not disconnect your 9-1-1 call. Should you call be accidentally lost, please call back immediately.

Your Information and Communications Preferences

10. How does Northern Rural Net protect my personal information?

Northern Rural Net protects your personal information in a manner consistent with all applicable laws. By entering into this Contract, you agree that Northern Rural Net may share your information with other partner companies and brands as they exist over time.

11. How can I be sure that Northern Rural Net has accurate contact information for my account?

You are responsible for keeping the contact and payment information you provide to Northern Rural Net (including name, mailing address, email address, address where the Northern Rural Net Services will be provided to you (“Service Address”), phone number etc. up to date. If this Contract is cancelled, you will provide Northern Rural Net with forwarding information for final bills or correspondence if your new contact information is different from the information we have on file. You can call us to confirm that the information we have on file is correct. If you do not provide a forwarding address you may forfeit any outstanding credits or deposits on your account.

12. How can I be sure to receive text or email notifications?

Customers are responsible for providing their accurate and up to date information so we can contact you. If you do not provide us your carrier, cellphone number and email address we won't be able to update you. It's best to check in with us and confirm that we have your most recent information every few months.

Terms and Renewal

13. How long is my Contract for my Northern Rural Net Services?

There is no set period unless you and Northern Rural Net agree to a commitment period (for example, 12 months) (a "Fixed Term") for particular Northern Rural Net Services. At the end of any Fixed Term, Northern Rural Net will continue to provide the Northern Rural Net Services to you without a set period, at Northern Rural Net's then-applicable rates, unless you cancel the applicable Northern Rural Net Services.

Fees, Billing and Payment

14. How does Northern Rural Net bill me for Northern Rural Net Services?

Northern Rural Net will bill you monthly. Please provide 30 days notice for cancellation. You must pay all fees due for Northern Rural Net Services, whether recurring or one-time charges ("Fees") and applicable taxes within 30 days of Northern Rural Net's bill date. Northern Rural Net may refer your account to collections agencies as a result of your failure to pay amounts owing to Our Companies, as applicable. Northern Rural Net may bill you for Fees and applicable taxes up to 12 months after the date they were incurred. Billed once a month.

15. How can I pay my bill for Northern Rural Net Services?

You can pay your bill online through your bank account, by cheque or with credit/debit cards. You may also set up a pre-authorized payment plan. If you provide a credit card or bank account (or other pre-authorized payment method) to Northern Rural Net for your monthly payments, you authorize Northern Rural Net to charge your credit card or debit/charge your account for all outstanding Fees, taxes and account balances due under this Contract, including, NSF charges (see Schedule A) and Cancellation Charges (see Section 63), and this constitutes Northern Rural Net's good and sufficient authority for doing so. You confirm that the credit card or bank account is valid and has not expired. You must promptly advise Northern Rural Net if your credit card or bank account information changes.

13. What if I dispute a Fee on my bill?

If you question or dispute any Fees on your bill, you must do so within 30 days of the bill date; otherwise you accept all Fees. Disputed Fees will not be considered past due unless Northern Rural Net has investigated and concluded that the Fees are correct and there is no basis for the dispute. You must pay all undisputed portions of the Fees within 30 days of the original bill date.

14. How do discounts or promotions work?

Northern Rural Net will apply any discounts, incentives or promotions (including promotional bundle or multi-service discounts or credits) to your account while: (a) Northern Rural Net maintains these discounts, incentives, or promotions; and (b) you meet the applicable eligibility requirements. Northern Rural Net may change any discounts, incentives or promotions and the eligibility requirements at any time. Before making changes to your Northern Rural Net Services (including Programming or features), please review applicable restrictions and/or eligibility requirements, as certain changes may result in loss of, or changes to, discounts or promotions.

15. What additional charges may be applied to my bill?

Northern Rural Net may charge additional Fees to offset administrative, processing, environmental or service costs for your account (for example, Fees for collections efforts due to non-payment or returned payments, suspension, disconnection or reactivation of Northern Rural Net Services). These charges can be found on northernrural.net or in Schedule A and may change over time.

16. How do I help protect my Northern Rural Net account?

You are responsible for the protection of your account(s) and password(s) and for all use of your account, the Northern Rural Net Services and Northern Rural Net Equipment by yourself and other users (authorized or not). You must also protect your computer systems, software, and the Equipment from theft, unauthorized use and system corruption. You are responsible to back up and safeguard your data, including your voicemail messages. Northern Rural Net may delete your data if the Northern Rural Net Service is cancelled, or if you fail to access it within a certain period (as determined by Northern Rural Net). If you have concerns about unauthorized persons ordering Northern Rural Net Services without your permission, you should investigate the appropriate use of parental controls and passwords for your account, depending upon the Northern Rural Net Service you are concerned about.

17. What am I responsible for if my Northern Rural Net account is compromised?

You must notify Northern Rural Net immediately should you suspect unauthorized use of the Northern Rural Net Services or if Northern Rural Net Equipment is lost or stolen. You are responsible for payment of all Fees and taxes charged to your account, whether authorized by you or not, which is why it is so important to protect your account and keep account information (including authorized users) up to date.

Northern Rural Net Services

18. Do I need to do anything to help Northern Rural Net provide Services to me?

Where required, you shall: (a) appoint Northern Rural Net to act as your agent solely to ensure Northern Rural Net can provide you with the requested Northern Rural Net Services, including (if necessary) cancelling services with your current service provider(s) and ensuring Northern Rural Net's right to access and use the inside wiring at your Service Address; and (b) provide Northern Rural Net (including our third-party agents or contractors) access to your property or premises for installation, maintenance and related purposes, as more particularly described in these terms of service. Northern Rural Net is not responsible for the state or condition of existing wiring or Your Equipment and may require repairs or modifications in order to install Northern Rural Net Services.

19. What if I am experiencing technical issues with the Northern Rural Net Services?

Please contact Northern Rural Net for technical support. When providing you with technical support, you agree that Northern Rural Net (including third-party service providers who may be located outside of Canada) may access, take control of the Equipment by remote control, including the installation and, where applicable, de-installation of certain software.

20. Are there circumstances when Northern Rural Net might not be able to provide the Services I ordered?

Unfortunately, yes. The check(s) completed by Northern Rural Net when you placed an order for Northern Rural Net Services are preliminary. The performance and availability of the Service may depend on several factors, including the location of Equipment, the structure to which the Equipment is attached, the configuration of the Equipment, demands on the network and/or network congestion, weather conditions or even third-party restrictions that Northern Rural Net does not control. Northern Rural Net has the right to provide the Northern Rural Net Service and Northern Rural Net Equipment that Northern Rural Net finds better suited to your circumstances. Certain Northern Rural Net Services may not be available and/or offered from time to time and Northern Rural Net may cancel such services. Northern Rural Net may not be able to provide a Northern Rural Net Service (including certain Northern Rural Net Equipment) to you up to, including, and after installation or Northern Rural Net may refuse to provide a Northern Rural Net Service to you, if in doing so, it would have to incur unanticipated, unusual or unreasonable expenses (such as securing rights of way or special construction or providing service to certain conference or adult services or to high-cost areas to an extent not supportable by your rate plan and Fees).

21. How do I transfer phone services (including a phone number that has been provided to me)?

The process depends on whether you are transferring these services (or a phone number) to or from Northern Rural Net. a) Transfers to Northern Rural Net. Northern Rural Net will request your existing service provider to “transfer-in” or “port-in” your existing assigned phone number and/or transfer your existing TV and phone services (as applicable) if you: (i) confirm that you have the right to make the request; (ii) authorize Northern Rural Net to share with your existing service provider your information relevant to the transfer request (which may include personal information); and (iii) complete and sign any required request form. You are responsible for payment of fees owed to your existing service provider, including any applicable cancellation charge. b) Transfers from Northern Rural Net. Upon your request or at the request of your new service provider, if your assigned account, phone number and/or TV and phone services (as applicable) are active, Northern Rural Net will, upon cancellation of the applicable Northern Rural Net Services, process a transfer request (or in the case of a phone number assigned to you, a “transfer-out” or “port-out” request), to your new chosen service provider. You are responsible for all Fees and taxes associated with the transfer from Northern Rural Net, including any applicable Cancellation Charges (see Section 63). Northern Rural Net is not responsible for any interruption, disruption or disconnection of any services associated with a transfer request. A transfer request does not include the transfer of any associated services (including voicemails), or Northern Rural Net Equipment.

Equipment

22. Who is responsible for the Equipment I need to use the Northern Rural Net Services?

You are responsible for the equipment, devices and systems you own, for example, your computer (“Your Equipment”) and any Northern Rural Net Equipment you use with the Northern Rural Net Services (together, “Equipment”) and all associated risks. You are responsible for maintaining safe access to and the security of the Equipment, and any data backup required, is your responsibility. You must take reasonable care of any Northern Rural Net Equipment and maintain it in good working condition following the manufacturer’s recommendations (“Good Condition”). Northern Rural Net may replace, upgrade or modify the Northern Rural Net Equipment required for the use of Northern Rural Net Services, migrate your Northern Rural Net Services to other networks or platforms, or change its suppliers.

23. How is the Equipment installed? All Northern Rural Net Equipment must be installed and activated by Northern Rural Net at the Service Address. If you miss your installation appointment with Northern Rural Net, Northern Rural Net may, in its discretion, charge you a missed appointment fee representing an estimate of damages suffered by Northern Rural Net as a result.

24. Does Northern Rural Net provide software updates?

You agree to Northern Rural Net installing, modifying or removing Northern Rural Net (or other) software on your Equipment to the extent such downloads are reasonably necessary for the continued efficient operation of your Northern Rural Net Services. For example, without additional notice Northern Rural Net may update or upgrade, modify or remove the software to ensure it remains compatible with and functions properly with any technological improvements to the Northern Rural Net Services. These installs, modifications, updates or removals may be required for you to continue receiving the Services.

25. Can I move the Equipment once it is installed?

Unless Northern Rural Net tells you otherwise, you must not use, alter or disturb any Equipment or the inside wiring in any way that might impact the provision of Northern Rural Net Services. Remember that additional Fees may apply if any repair or restoration is required unless Northern Rural Net tells you otherwise.

26. What are my Equipment options?

You may be able to purchase equipment from Northern Rural Net that is needed to receive the Northern Rural Net Services (for example, modems). You may also be able to rent the Northern Rural Net Equipment needed to receive

the Northern Rural Net Services. Rented Northern Rural Net Equipment will remain the property of Northern Rural Net, unless you exercise an option to purchase the Northern Rural Net Equipment. Northern Rural Net may, in its discretion and at any time, replace any part of the Northern Rural Net Equipment with new or refurbished equipment of comparable functionality.

a) What happens if Northern Rural Net Equipment is lost, stolen or damaged?

If you rent Northern Rural Net Equipment, the risk of loss, theft or damage passes to you upon the earlier of (i) you taking possession of the Northern Rural Net Equipment; or (ii) the completion of the installation by Northern Rural Net of the Northern Rural Net Equipment. You are responsible for replacing Northern Rural Net Equipment at your own cost and for all Fees incurred as a consequence of its loss, theft, destruction or damage. To the extent permitted by applicable law, Northern Rural Net may, in its discretion, enter onto your property and inspect, maintain, repair, relocate or replace any Northern Rural Net Equipment as needed.

b) When do I return Northern Rural Net Equipment?

You will follow Northern Rural Net's instructions regarding the return to Northern Rural Net of all Northern Rural Net Equipment, which must be returned in Good Condition (reasonable and normal wear and tear excepted) within 30 days from (i) the cancellation (by you or Northern Rural Net) of the applicable Northern Rural Net Service or this Contract; or (ii) upon Northern Rural Net's request.

c) What happens if I don't return Northern Rural Net Equipment or return it damaged?

To the extent permitted by applicable law, if you fail to return any of the Northern Rural Net Equipment as required by Northern Rural Net in Good Condition within 30 days, Northern Rural Net may charge you the Northern Rural Net Equipment non-return fees as set out in Schedule A, plus applicable taxes.

27. Are there any warranties on the Northern Rural Net Services?

To the extent permitted by applicable law, Northern Rural Net makes no warranties, representations, claims, guarantees or conditions of any nature, express or implied, including fitness for a particular purpose, merchantability, title or non-infringement, with respect to any Northern Rural Net Services. Northern Rural Net assumes no liability for any claims, damages, losses or expenses arising out of or otherwise relating to the unavailability of any Northern Rural Net Services (including any service outage), even where such unavailability occurs after installation of the Northern Rural Net Services.

28. Does Northern Rural Net issue credits for service outages?

Any credit or refund for any service unavailability or service outage is entirely at Northern Rural Net's discretion.

29. How does Northern Rural Net limit its liability?

To the extent permitted by applicable law, Northern Rural Net's liability for negligence, breach of contract, tort or other causes of action, including fundamental breach, is limited to payment, upon request, for actual and direct damages of a maximum amount of the greater of \$20 or an amount equal to the service fees payable during any service outage. Other than the foregoing payment and to the extent permitted by applicable law, Northern Rural Net is not responsible to anyone for any damages, including direct, indirect, special, consequential, incidental, economic, exemplary or punitive damages.

30. Are there any circumstances when Northern Rural Net has no liability at all?

In addition to the circumstances described elsewhere in this Contract where Northern Rural Net has already stated it is not responsible for any claims, losses, damages or expenses, to the extent permitted by applicable law, Northern Rural Net is not responsible for any claims, losses, damages or expenses relating to: (a) its entry onto your property to inspect, maintain, repair, relocate or replace any Northern Rural Net Equipment; (b) any missed installation or other appointment for any Northern Rural Net Services; (c) de-installation or removal of the Northern Rural Net Equipment;

or (d) distribution of content by you or third-parties. More generally, to the extent permitted by applicable law, Northern Rural Net will not be responsible for failing to meet obligations due to causes beyond its reasonable control, including work stoppage, labour disputes and strikes (including those involving Our Companies), pandemics, war, terrorism, civil insurrection, any law, order, regulation or direction of any government, failure of the public power grid, unlawful acts, your failure to act in accordance with this Contract, or the act or omission of a telecommunications carrier whose network is used in establishing connection to a point which Northern Rural Net doesn't directly serve, acts of nature and all other force majeure events.

Canceling and Suspending Northern Rural Net Services

31. How can I cancel my Northern Rural Net Services?

We'll be sorry to see you go, but if you need to, you may contact Northern Rural Net to cancel some or all your Northern Rural Net Services with the date on which you want cancellation to be effective. Cancellation requests must be made by the parties responsible for the account 30 days in advance.

32. What charges am I responsible for when my Northern Rural Net Services end?

Upon cancellation, you must pay all amounts owing, including all Fees and applicable taxes for Northern Rural Net Services which have been provided up to your last date of service. In addition, to the extent permitted by applicable law, if you cancel a Northern Rural Net Service that is subject to a Fixed Term prior to its expiration date, or if Northern Rural Net cancels for cause your Service that is subject to a Fixed Term, then you must pay Northern Rural Net the cancellation charge applicable to that Service set out in Schedule A ("Cancellation Charge"), plus applicable taxes. The Cancellation Charge is not a penalty; it is an estimate of damages suffered by Northern Rural Net as a result of your early cancellation of Northern Rural Net Services.

33. What if I have a credit balance on my final bill?

For balances equal to or above \$10 and under \$500 on your final bill, Northern Rural Net will mail a cheque to your preferred mailing address within 90 days of the date of that bill. For balances not refunded in this manner, you must contact Northern Rural Net to request that we mail a cheque to your preferred mailing address.

34. Can Northern Rural Net suspend or cancel Northern Rural Net Services?

Yes, at any time Northern Rural Net can, without notice and for cause, suspend or cancel Northern Rural Net Services in whole or in part (including blocking numbers), or disable Northern Rural Net Equipment.

Cause includes the situations listed below: a) you breach or fail to comply with any part of the Contract, including if: (i) you fail to pay Northern Rural Net in accordance with this Contract, you are late paying any deferred amounts under any payment arrangements with Northern Rural Net, or you have previous past due amounts owing to Northern Rural Net; or (ii) you fail to use Services responsibly; or b) your use of Northern Rural Net Services is not consistent with your ordinary usage patterns.

35. Can Northern Rural Net cancel my Northern Rural Net Service or my Contract?

Yes. To the extent permitted by applicable law, Northern Rural Net can cancel any Northern Rural Net Service or this Contract upon a minimum of 30 days' prior written notice to you, including where Northern Rural Net ceases to offer a Northern Rural Net Service to which you subscribe.

36. Do I still have to pay Northern Rural Net if my Northern Rural Net Services are suspended?

Yes. You are responsible to pay for Northern Rural Net Services (including Northern Rural Net Equipment) even while they are suspended. Northern Rural Net may cancel your Northern Rural Net Service and recover any Northern Rural Net Equipment. If you wish to resume your subscription to any Northern Rural Net Service, you shall pay any amounts owing and the applicable installation and/or (re)activation fee set out in Schedule A, plus applicable taxes. You are

responsible for notifying any third-party providers of services, merchandise or information of the cancellation of the Northern Rural Net Services or this Contract.

37. Does any part of this Contract continue after cancellation of Northern Rural Net Services?

Yes. Rights and obligations which by their nature continue beyond cancellation will continue to survive and remain in effect even after the applicable Northern Rural Net Service or Contract has been cancelled.

38. How do I contact Northern Rural Net?

If you have any questions or concerns about your Northern Rural Net Services or your Contract, we'd be happy to help. Contact information is provided below.

Northern Rural Net

1-888-998-0769, ext 3

Commitment to Privacy

Our Companies are committed to maintaining the privacy, accuracy and security of your Personal Information; "Personal Information" is information about you as an identifiable individual that is protected by law. This Commitment to Privacy is a summary of important points that may be of interest to you.

1. What information does this Commitment pertain to?

All Personal Information that we collect, use or disclose about our individual customers and authorized users is covered by our Privacy Policy. This may include information such as your name, mailing address, email address, phone number, credit information, and billing or service records. There are some exceptions created by applicable law to what might ordinarily be considered Personal Information.

2. When do the Companies collect personal information?

We collect information during the inquiry, activation or purchase process for a product or service, when we provide service to you (including technical support or during the warranty/repair claims and service process), automatically when you use our products or services or visit our websites, call and via security cameras when you shop in one of our corporate retail locations.

3. How do the Companies use my Personal Information?

We collect information to:

- establish and maintain responsible commercial relations with you and to provide ongoing service;
- try to understand the needs and preferences of our Customers, and determine your eligibility for products and services;
- recommend products and services to meet your needs;
- develop, enhance, market or provide products and services;
- manage and develop our business operations; or
- meet our legal and regulatory requirements.

Where necessary, we will request your further consent before using your Personal Information for any new purpose(s) beyond those described above.

4. How is my Personal Information protected?

We use appropriate technical and operational security safeguards which vary depending on the sensitivity of the Personal Information in question. All our employees with access to Personal Information are required to respect the

confidentiality of Personal Information. We retain the right to provide information to law enforcement at our sole discretion, at any time, and in accordance with applicable laws and regulations.

SCHEDULE A: FEES

All Fees and charges are subject to change in accordance with the Contract. All Fees and charges are subject to applicable taxes and are per occurrence unless otherwise specified by Northern Rural Net. Additional Fees not set out below may apply depending on the Northern Rural Net Service ordered and your Service Address. You will be notified of any such additional Fees prior to being charged.

Account Fees	Amount
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Late Payment Charge	Subject to Change
NSF Fee/Returned Payment/Pre-Authorized Payment Denial	\$30.00

Service Fees	Amount
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Service Repair to a Reset Modem	\$75.00
Early Cancellation (when on a Fixed Term)	Monthly Rate x the Number of Months Remaining in Fixed Term
Unreturned Equipment Charge	Up to \$100.00
Unwarranted Service Repair*	\$75.00
Reconnection Fee	\$35.00
Install Fee	\$50.00
Modem Rental	\$5.00/month
Router Purchase	\$52.50
Wireless Seasonal Suspension	\$20.00/month

*an unwarranted repair is any case where the cause for the issue is because of customers own personal equipment (including personal computer, cellphone, or other electronic device) and is not a problem with Northern Rural Net Services or provided Equipment.

SCHEDULE B: RESPONSIBLE USE OF NORTHERN RURAL NET SERVICES

39. Are there any rules regarding my use of Northern Rural Net Services?

Yes. Abuse or misuse of Northern Rural Net Services or the Northern Rural Net network impacts every customer of Northern Rural Net and is something Northern Rural Net takes very seriously – and which could result in the cancellation of your Contract with Northern Rural Net or lead to criminal or civil charges. Northern Rural Net may modify, remove or disable the software used in Your Equipment so that Your Equipment no longer works or immediately suspend, restrict, change or cancel all or part of your Northern Rural Net Services or take other necessary protective measures if Northern Rural Net has reasonable grounds to believe there is a breach of any of these provisions. For example, you are prohibited from:

- a) using, enabling, facilitating, or permitting the use of any Northern Rural Net Service for an illegal purpose, criminal or civil offence, intellectual property infringement, harassment (including disruptive, intimidating, annoying or offensive calls/transmissions), or in a manner that would breach any law, regulation or the policies of any Internet host, or cause interference with Northern Rural Net’s network operations (including preventing a fair and proportionate use by others);
- b) installing, using or permitting the use of any Northern Rural Net Services without reading and accepting (or in contravention of) the terms of any separate license agreement or terms of use provided to you by Northern Rural Net for the use of software, content (including Programming) and/or documentation (as applicable) in connection with the Northern Rural Net Services;
- c) enabling, facilitating or permitting the transmission of unsolicited messages such as spamming or phishing. Northern Rural Net may: (i) filter any email determined by Northern Rural Net to be spam from your in-box to an anti-spam folder and delete this email; and (ii) set a limit on the number of messages a Customer may send or receive through email;
- d) uploading or downloading, making available, transmitting, posting, publishing, disseminating, receiving, retrieving, storing, linking to or otherwise reproducing, offering, distributing, enabling or providing access to information, software, content, files or other material which: (i) is confidential or protected by copyright or other intellectual property rights without prior authorization of the rights holder(s); (ii) is defamatory, discriminatory, violent, obscene, child exploitation or hate propaganda; (iii) constitutes invasion of privacy, impersonation, forging, appropriation of identity or unauthorized linking or framing; or (iv) is designed to assist users in defeating technological protection measures (like geoblocks, registration and any other anti-theft mechanisms) or in the fraudulent use of telecommunications or broadcasting services;
- e) using any Northern Rural Net Service for anything other than private, personal, family or household use (such as reselling, remarketing, transferring, sharing or receiving any charge or other benefit for the use of any Northern Rural Net Service);
- f) attempting to receive any Northern Rural Net Service without paying the applicable Fees, modifying or disassembling Northern Rural Net Equipment, changing any identifier issued by Northern Rural Net or a Northern Rural Net company, attempting to bypass Northern Rural Net’s network, or re-arranging, disconnecting, removing, repairing or otherwise interfering with Northern Rural Net Services, Northern Rural Net Equipment or Northern Rural Net’s facilities;
- g) adapting, reproducing, translating, modifying, decompiling, disassembling, reverse engineering or otherwise interfering with any software, applications or programs used in connection with Northern Rural Net Services (whether owned by or used under licence to Northern Rural Net) for any purpose including “testing” or research purposes; or

modifying, altering, or defacing any of the trade-marks, or other intellectual property made available through Northern Rural Net Services or using any indemnity or intellectual property except for the express purpose for which such intellectual property is made available to you through Northern Rural Net Services;

i) posting or transmitting any information or software containing a virus, “cancelbot”, “Trojan horse”, “worm” or other harmful or disruptive component or committing any act which may compromise the security of your Internet host, Northern Rural Net’s network or any other Northern Rural Net customer in any way (including analyzing or penetrating a host’s security mechanisms); and j) using harassing or abusive language or actions, whether verbal, written or otherwise, directed at Northern Rural Net employees, suppliers, agents and representatives.