

## Unbreakable™ Wi-Fi Additional Terms

The following terms (“Terms”) govern your legal rights to use or access backup cellular Internet access services enabled by our Back-Up Wi-Fi products (“Internet Service”). These Terms apply in addition to the Frontier Residential Internet Service Agreement Terms and Conditions [[frontier.com/unbreakableterms](http://frontier.com/unbreakableterms)] (“Residential Internet TOS”) applicable to your primary internet service and into which these supplemental terms are incorporated. These Terms (together with the Residential Internet TOS, Frontier’s Acceptable Use Policy and any other applicable user agreements) constitute a binding legal agreement between you and Frontier (the “Agreement”). Please read the Agreement carefully before purchasing the product or using the Internet Service. By purchasing the product or accessing the Internet Service, you consent to the Agreement.

You agree that:

- you have no contractual relationship with underlying service providers related to the Internet Service,
- you are not a third-party beneficiary of any agreement between Frontier and the underlying service providers,
- Frontier and its underlying service providers have no liability of any kind to you related to the Internet Service, whether for breach of contract, warranty, negligence, strict liability in tort or otherwise,
- data transmission and messages may be delayed, deleted or not delivered,
- the Internet Service should not be used for 911 or similar emergency calls,
- Frontier and its underlying service providers cannot guarantee the security of wireless transmissions and will not be liable for any lack of security relating to the use of the Internet Service,
- you may not use the Internet Service to (i) connect to PTSN traditional two-way voice services, medical devices, drones, inmate locators, mobile personal emergency response services or any product that provides emergency calling to 911 or equivalent emergency telephone numbers, (ii) transmit cellular communication during outdoor flight, or (iii) configure the Internet Service to use a static IP address,
- a variety of factors can affect performance, speeds, and availability of the Internet Service, including but not limited to its services providers’ coverage, network congestion, your devices and building characteristics, the capabilities and connections of the host of content to which you seek access, environmental factors, and technical operations, and any representations by Frontier about the speed associated with any product or service represent only an anticipated, theoretical speed and not a guarantee of actual speed or any minimum speed,
- if you are not satisfied with the Internet Service or related product, your sole remedy is to return the related product in accordance with the Frontier return policy, or cancel your subscription,
- you are solely responsible for engaging all appropriate security measures associated with the Internet Service and all devices that connect to the Internet Service,

and for providing, configuring and maintaining virus protection, firewall, and other security measures to prevent damage from viruses, malware, or other similar malicious content and to prevent unauthorized access.

- you will use the Internet Service only at the service address of record or your Frontier account and only during an interruption to your primary Frontier internet service, and
- you acknowledge that the product and Internet Service requires electrical power to operate, that the devices connected to the product must also be charged or have an alternative source of electricity during a power outage to use the Internet Service, and that battery backup for the product (sold separately) is solely your responsibility to purchase and maintain.

### **Network Management Practices and Performance**

Frontier's underlying service providers may engage in reasonable network management practices as posted below to optimize customer experience and to protect customers, networks and service providers. More information may be found here:

<https://ring.com/support/articles/yt652/Ring-Network-Management-Disclosures?srsId=AfmBOoqBwXm-RZnKKSqXVdAUDQvmVBHkb5ZViHYUOEq2fUzWtViUFC6>