

Bureau of Consumer Services - Data Requests
Youngsville Television Corporation (YTV) – P-2021-3023604
Petition for Designation as an Eligible Telecommunications Carrier (ETC)
Under [52 Pa. Code § 69.2501](#) and [PA Title 66 Chapter30](#)

The Pennsylvania Public Utility Commission (PUC) Bureau of Consumer Services (BCS) reviews Petitions for compliance with state and federal rules. Please respond in detail to avoid delays. Federal Lifeline rules are found at 47 CFR § 54.400-423 linked here - [47 CFR Part 54](#)

The Universal Service Administrative Company (USAC) manages high-cost and low-income support for the Federal Communications Commission (FCC). USAC houses the National Verifier and the National Lifeline Accountability Database (NLAD). Pennsylvania is an “NLAD state.” All Lifeline applications and recertifications for, and some de-enrollments from, Lifeline benefits are processed by the National Verifier its approved forms and correspondence. Pennsylvania ETCs confirm eligibility through NLAD. See 47 CFR §§ 54.404, 54.410.

To be eligible for reimbursement for providing Lifeline, service to Lifeline subscribers must meet the Lifeline minimum service standards published annually by the FCC. This is a link to USAC’s “Get Started” webpage - <https://www.usac.org/lifeline/get-started>.

Lifeline reporting requirements and forms are found using this link - <https://www.usac.org/lifeline/additional-requirements/forms/>.

1. Describe how YTV will structure staff assignments to assist low-income consumers. Or will the company outsource customer service, recordkeeping and other Lifeline-related activities? 47 CFR § 54.406.

Answer: YTV will handle matters retaining to Lifeline in-house; it does not plan to use third-party agents to handle customer service, recordkeeping or other Lifeline-related activities.

2. Will Lifeline subscribers choose from services generally available to the public? Or will YTV have specific offerings for Lifeline subscribers? Does YTV agree to provide Lifeline service that complies with FCC minimum service standards for Lifeline service published annually? Provide a description of the different service options available to Lifeline subscribers that satisfy minimum service standards. 47 CFR §§ 54.101(d), 54.401, 54.403(b), 54.408. Link to DA 20-820 - [Lifeline Minimum Service Standards Effective 12/01/2020](#)

Answer: YTV intends to allow Lifeline customers to apply the benefit to any YTV service offering that is provided in areas receiving Rural Digital Opportunity Fund (RDOF) support. As described in its Petition for Eligible Telecommunications Designation, YTV plans to offer 1 Gbps/500 Mbps broadband service for \$130 per month. It also expects to offer the following additional service tiers:

- Tier 1 – 25 Mbps down/25 Mbps upload data rate for \$25.00/month
- Tier 2 – 100 Mbps down/100 Mbps upload data rate for \$50.00/month
- Tier 3 – 250 Mbps down/250 Mbps upload data rates for \$100.00/month

All broadband service offerings will have unlimited usage. YTV will offer standalone voice telephony for \$25 per month, with unlimited calling in the United States.

3. Describe how YTV will satisfy [66 Pa.C.S. § 3019\(f\) Lifeline service](#). Provide a mockup of a conspicuous biannual bill insert or message that includes eligibility, benefits, and contact information for customers who wish to learn about Lifeline service.* 66 Pa.C.S. § 3019(f)(4).

Answer: Our biannual bill insert or message to our existing subscribers in RDOF-funded areas will contain the following key points:

- Lifeline is a special government program that subsidizes the cost of voice or broadband for qualifying low-income households. The 2020 monthly subsidy is \$9.25/month for qualifying internet service, or \$5.25 for qualifying voice service. (An additional amount is available if you live on Tribal lands.)
- You may be eligible for Lifeline if you are a low-income household. In particular, you may qualify for Lifeline if your household income is at or below 135% of the Federal Poverty Guidelines, or if you participate in one of the following federal programs:
 - Supplemental Nutrition Assistance Program (SNAP), formerly known as Food Stamps
 - Medicaid
 - Supplemental Security Income
 - Federal Public Housing Assistance
 - Veterans Pension and Survivors Benefit
 - One of several Tribal assistance programs, and you live on federally-recognized Tribal lands
 - Bureau of Indian Affairs General Assistance Tribal Temporary Assistance for Needy Families
 - Food Distribution Program on Indian Reservations
 - Tribal Head Start (only households that meet the income qualifying standard)

- You can apply for Lifeline benefits through the National Lifeline Verifier, found here:
<https://nationalverifier.servicenowservices.com/lifeline>
- Your household is eligible for only one Lifeline benefit, which may be applied to either voice or internet service. Customers can obtain Lifeline voice service without purchasing internet.
- This benefit cannot be transferred to another person or household.
- If you are interested in learning more about this program or need assistance, please contact Youngsville TV at (814) 563-3336.

4. Per 47 CFR § 54.405(b), describe how YTV will perform outreach other than through media of general distribution. Provide a mockup of marketing material for general distribution that the company will use to publicize the availability of Lifeline service.* This can be a current advertisement modified to comply w/Lifeline rules. Be sure to include standalone voice service as an option and include offering(s) that satisfy Lifeline minimum service standards and pricing. 47 CFR §§ 54.101, 54.201(d)(2), 54.401(d), 54.408. 52 Pa. Code § 69.2501.

Answer: As indicated in its Petition for Eligible Telecommunications Carrier Designation, YTV intends to advertise its supported services to all eligible customers in the RDOF-supported areas using a mix of printed materials such as direct mail, digital advertising, and outreach to local newspapers and government offices.

YTV's current website can be found here: <https://www.youngsvilletv.com/>.

Our standard advertising message for all customers will convey why customers should subscribe to the new services to be offered by YTV: we offer faster internet speeds, no data caps, and a better value than other options that may be available. We intend to incorporate similar messages in our advertising targeted to potential Lifeline customers in the RDOF-supported areas. We will be offering Lifeline-eligible households a significantly superior broadband product compared to Lifeline plans (often mobile) that have usage limits and slower speeds.

An example of a Lifeline advertisement for general distribution is provided as **Exhibit A**.

5. Provide a copy of the company's terms and conditions applicable to generally available voice and broadband service for plain language review. Include backup power disclosure. Provide a mockup of terms and

conditions applicable to Lifeline service.* This can be in the form of an addendum to generally available terms and conditions. 47 CFR §§ 8.1(a), 9.20, 54.101(d), 54.401(d), 54.422(a)(2). 52 Pa. Code § 69.2501. Indicate how YTV will comply with the [CTIA Consumer Code for Wireless Service](#). 47 CFR § 54.202(a)(3).

Answer: Please see **Exhibit B** and **Exhibit C** for YTV's Service Agreements for voice and broadband, respectively, and **Exhibit D** for its Internet Terms & Policies Internet Acceptable Use Policy. Because we plan to offer Lifeline discounts on all generally available service offerings, we will not have separate terms and conditions for Lifeline customers.

YTV will be providing service in RDOF-funded areas through a fiber to the premise network. As fixed wireline provider in those areas, we do not view the CTIA Consumer Code as applicable to our operations.

6. Will YTV include the following phrase on all public Lifeline information? *Contact the PA PUC Bureau of Consumer Services for help with unresolved questions or complaints at 1-800-692-7380 or [Online Informal Complaint Form](#)*

Answer: Yes.

7. Upon obtaining designation as an ETC, BCS may occasionally request copies of bill messages and/or materials designed to inform customers who wish to learn about Lifeline service. Explain how YTV will provide marketing material, terms and conditions, and other public documents in languages other than English. 47 CFR §§ 54.201(d)(2), 54.404(b)(9), 54.405(c), (e), (3) and (4)

Answer: YTV will provide (see **Exhibit A**) mailing/billing inserts annually describing services and the availability of Lifeline Services. Additionally, links within the website www.youngsvilletv.com will describe the service, eligibility, procedures for applying, and annual updates necessary for Lifeline services. There are no known population groups within our proposed RDOF service territory that are non-English speakers.

8. Provide a draft of YTV's policies and procedures regarding household eligibility for Lifeline that includes accessing NLAD for certification, recertification, de-enrollment, de-enrollment for non-usage, dispute resolution, non-transferable benefit, etc.* Include dispute procedures. 47 CFR §§ 54.405, 54.409, 54.410.

Answer: Please see **Exhibit E**. See also our response to Question 20 regarding our procedures for handling billing and service complaints.

9. Does the company's credit and deposit practice satisfy 47 CFR § 54.401(c)? Under which circumstances will YTV require a deposit from Lifeline applicants? Please provide a copy of YTV's credit and deposit practice.

Answer: Yes, YTV's credit and deposit practices satisfy 47 CFR § 54.401(c). YTV will not require a service deposit to initiate service for Lifeline customers.

10. Can YTV restrict or block calls to premium rate numbers and international toll calls? 47 CFR § 54.400. If applicable, does YTV apply roaming charges?

Answer: Pursuant to the Voice Services Agreement, international calling is disabled by default, and the customer must affirmatively request for it to be enabled for a given country at any time by contacting YTV. YTV will not block or restrict calls to premium rate numbers. Any costs, fees, and/or charges will be respectively billed, and are the responsibility of the service user. Because YTV is a fixed service provider, roaming is inapplicable.

11. Describe YTV offer of 8-hour and 24-hour backup power to be offered at point of sale for all voice subscribers, e.g., company-provided power source, charge for installation, subscriber disclosure. Is a subscriber disclosure available in non-English language(s) and in hard copy format? 47 CFR § 9.20.

Answer: YTV intends to offer customers the option of purchasing battery backup upon service initiation, consistent with the FCC's rules. We plan to offer a 24-hour battery for \$4.00 per month. Please see **Exhibit F** for the subscriber backup power disclosure. As noted in response to Question 7, there are no non-known populations of non-English speakers in our service area.

12. VoIP providers: Provide a sample or mockup of an emergency services 911 warning label or describe other conspicuous means to notify subscribers. 47 CFR § 9.11(b)(5)(iii).

Answer: Consistent with FCC requirements, prior to initiation of voice service, YTV will distribute to each new subscriber a warning sticker or other appropriate label that warns subscribers if E911 service may be

limited or not available and will instruct the subscriber to place those stickers on or near the equipment used in conjunction with the interconnected VoIP service. YTV also will provide each new customer an E911 disclaimer, provided as **Exhibit G**.

13. What equipment, if any, does a subscriber need to obtain and maintain voice and/or broadband service? If company-owned or leased equipment is required, please provide warranty information. Indicate related charges, if any.

Answer: See **Exhibit H**.

14. Provide a list of charges for services and equipment necessary to establish and maintain Lifeline voice and/or broadband service. Identify the vertical services included at no additional charge, e.g., voicemail, caller I.D., and the charges for optional vertical services. 47 CFR §§ 54.201(d)(2), 54.401(b).

Answer: Pursuant to the standard service agreement for voice, caller ID, call waiting, 3-way calling, call forwarding, and voice mail are provided at no additional charge. Per the Blue Fiber Internet Services Agreement, the standard installation fee for residential broadband services is \$100; we will discount that to \$50 for Lifeline customers. In order to obtain any services, a household must be a member of the cooperative; the one-time fee to join the YTV membership cooperative is \$150. The membership fee cannot be waived.

15. Which charges/fees will YTV waive for Lifeline subscribers, if any, e.g. porting, toll-blocking, installation, battery backup, etc.? See also 47 CFR § 54.401.

Answer: YTV will not provide toll-blocking as customers will have the ability to make unlimited calls anywhere in the United States. We are prepared to offer a 50% discount on the backup battery fee for Lifeline customers.

16. Does YTV intend to offer Lifeline service on a prepaid or postpaid basis? Describe intended billing and payment options available to Lifeline subscribers. 52 Pa Code Chapter 64. Note that 52 Pa. Code § 53.85 prohibits a paper billing fee.

Answer: All services to all customers, including Lifeline customers, are billed prepaid due upon completion of installation. A paperless billing/payment system that accepts ACH and/or credit card payments are the preferred methods for payment. Paper statements and cash/check/money order will be accepted with a term of net 10 days from due date.

17. When does YTV anticipate it will begin to offer Lifeline in designated service areas? Pennsylvania ETCs are required to annually report enrollment and disconnections data using the [Lifeline Tracking](#) portal. The Lifeline Tracking Report is due on or before June 30. Carriers are to inform BCS when the company begins to provide service, and to request access to the online reporting portal by sending an email to BCS staff at RA-PCTELCO-PA@pa.gov.

Answer: YTV understands that it is expected under FCC requirements to offer voice service on the first day of the month after it is authorized to receive RDOF funding. It will offer Lifeline voice service in RDOF-funded areas consistent with FCC requirements. YTV will offer Lifeline broadband service in RDOF-funded areas on a rolling basis as network construction is completed, consistent with the FCC's interim and final deadlines for deploying broadband to funded locations.

18. Has YTV obtained any waivers or exceptions from the FCC pertaining to high-cost or low-income support?

Answer: No.

19. When did or will YTV contact which municipalities in its service areas to arrange for the provision of 911/E911 emergency service? Is an E911 feature included with standalone and bundled voice service? Will Lifeline subscribers have access to 911/E911 emergency service if service is suspended?

Answer: YTV has been in contact with the 911 service center. Client name and address are handed off upon provisioning of the VoIP services. E911 services are included with all voice services and part of the standard services packages provide to Lifeline subscribers. Lifeline subscribers have access to 911/E911 emergency service if service is suspended. See **Exhibit G** for subscriber requirements for E911 services.

20. What is YTV's procedure when responding to service requests and complaints, e.g. response time, warranted equipment, contractors?

The PUC's BCS handles consumer complaints and inquiries informally – primarily, but not limited to 52 Pa. Code Chapters 63 and 64. Please provide details about YTV's procedure for managing billing disputes and service complaints, i.e. 800# for customer service, intake practices, steps to resolution, and when a customer will be referred to BCS. Please provide contact information that BCS will use in the event BCS receives an informal complaint.

Answer: The Customer Record Management (CRM)/Field Service Platform time stamps and tracks all incoming service requests, including but not limited to new services, outages, and service complaints. Client access is via email, voice (standard access number), or via social media to initiate service requests. All requests are initially responded to within one working business day, via preferred client contact method.

Service requests are submitted to field service manager and scheduled for initial visit within three working days of client contact with documentation of reported outage/issue and resolution as performed by field technician, including hardware, software, and services rendered.

Ongoing Billing and Service complaints are noted within CRM and addressed by our customer service and office managers. Unresolved complaints are escalated to Operations Management and finally to the Board of Directors for final comment, determination, and resolution. In the event BCS receives an informal complaint, it should be referred via email to info@youngsvilletv.com or by calling 814-563-3336.

21. Please provide contact information that will appear in the PUC's publication, *Stay Connected* that is linked here - <http://www.puc.pa.gov/Telecom/pdf/Lifeline%20Brochure-StayConnected.pdf>

Answer:
Youngsville Television Corporation
3 West Main Street
Youngsville, PA 163371
814-563-3336

Per 66 Pa.C.S. § 3019(f)(5), ETCs are to supply the Pennsylvania Department of Human Services (PA DHS) with Lifeline service

descriptions*, marketing material*, contact information, and a listing of service areas. Forward this information to:

Mr. Frank Slenker, Human Services Program Specialist Supervisor
(HSPSS)

Department of Human Services, OIM Bureau of Policy
1006 Hemlock Drive
Harrisburg, PA 17110
Phone: 717-705-8292
Email: RA-PWDFPPMAILBOX@pa.gov

Answer: YTV will provide this information promptly upon ETC designation.

22. Will YTV elect to participate in the Emergency Broadband Benefit Program in Pennsylvania? If yes, will the company elect to participate as an ETC? If so, does the company's service area identified in its petition include Lifeline-only support for service areas in addition to the RDOF-awarded high-cost service areas?

Answer: No, YTV will not be participating in the FCC's Emergency Broadband Benefit Program. YTV understands that it is not eligible to participate because it did not offer a retail broadband service to end users as of December 1, 2020.

23. Does unlimited voice service usage in the United States include contiguous states only, or fifty states plus territories?

Answer: All 50 States and territories.

*All materials describing Lifeline service must satisfy 47 CFR § 54.405(c) and (d).

Please also respond to these additional, non-Lifeline, Data Requests:

24. Are YTV and Blue Fiber Corp. registered with the Pennsylvania Department of State?

Answer: Youngsville Television is registered with the Pennsylvania Department of State as a Pennsylvania Corporation operating as a 501 C 12 cooperative. Blue Fiber Corp is registered with the Pennsylvania Department of State as a "doing business as."

25. Is YTV doing business in Pennsylvania beyond providing cable television service? If yes, please describe any such business (including the nature of the services and the territories in which they are being provided).

Answer: YTV d/b/a Blue Fiber Corp. has leased dark fiber for client usage. An unaffiliated firm, Eaglezip, currently utilizes the YTV cable network to provide telephony and internet service. YTV is not the retail service provider for those services.

26. Is the network proposed by YTV a standard fiber optic to premises network?

Answer: Yes.

27. Please provide a brief explanation of a Gigabit Passive Optical Network (GPON) as identified on Pages 3 and 8 of YTV's Petition.

Answer: YTV's fiber network design is based upon GPON standards, and YTV will be using commercially available and fully compatible network equipment/systems, interconnection, last mile technology and customer premise equipment that will meet the performance requirements for Gigabit service/low latency to end user homes and businesses. Multiple locations (Local Volunteer Fire Departments) within the deployment region will serve as the distribution centers (node) for the final FTTP network. The process of replacing aging cable plant with fiber has already begun, financed by a grant awarded by the Appalachian Regional Commission, a Community Connect grant from the U.S. Department of Agriculture's Rural Utility Service, and a 100% USDA Re-Connect 100% loan. The interconnecting middle mile fiber network will be extended, interconnected, and ringed, where practical and cost effective, to provide redundant pathing between nodal locations for load management and fall back in the event of network/fiber failures between nodes and the Network Operations Center.

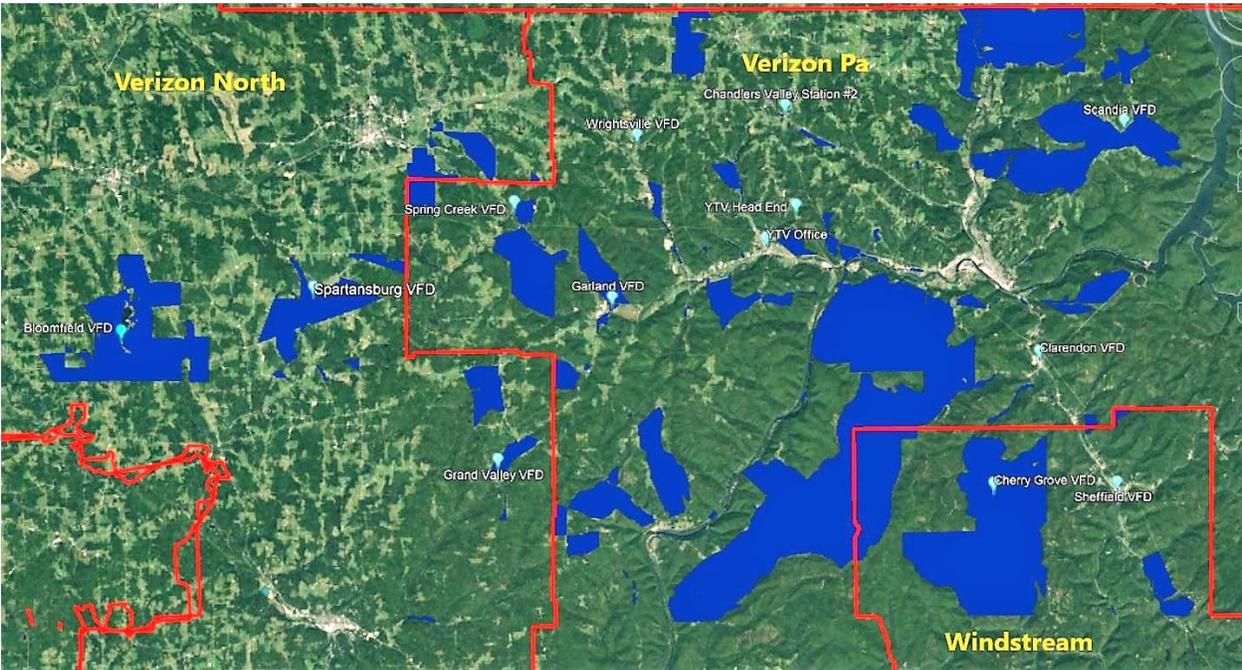
The last mile will utilize a G.984 GPON fiber distribution network. The base network will be designed utilizing a 1x32 split ratio per PON port. For select commercial clients a 1x4 split will be designed along with the addition of Active Ethernet Ports and NG-PON2 within the Optical Line Terminal at select locations.

Customer connections will utilize a fiber drop to the premise and interconnection with an Optical Network Terminal (ONT) installed at the end user premise. The ONT will provide data/internet connections to

customer supplied routers/wireless access points. Twisted pair connections to existing internal phone lines will provide voice service.

- 28. Please identify—through both a map and a list—the local exchanges where YTV’s awarded census blocks are located.

Answer: The map below depicts the area of YTV’s awarded census blocks. See **Exhibit I** for a list of the relevant ILEC for each individual census block where YTV will receive RDOF funding.



- 29. Please identify whether those local exchanges or wire centers are classified as competitive or noncompetitive.

Answer: The census blocks are located in areas classified as non-competitive.

- 30. Please identify the Incumbent Local Exchange Carrier (ILEC) for each of YTV’s awarded census blocks.

Answer: See **Exhibit I**.

- 31. Is YTV or Blue Fiber Corp. already a Competitive Local Exchange Carrier (CLEC) or an ILEC? If so, would YTV or Blue Fiber Corp. be providing service outside its territory by providing the proposed service?

Answer: No, YTV d/b/a Blue Fiber is not an ILEC, nor is it already a CLEC.

32. We request that YTV file tariffs for the following proposed services in its awarded census blocks:
- (i) Lifeline
 - (ii) Voice (for census blocks in noncompetitive wire centers)

Answer: YTV will comply with this request promptly after ETC designation.

Youngsville Television Corporation Exhibit A
Example of Marketing Material for General Media Distribution to Publicize the Availability of Lifeline Service

Phone

Business and Residential Phone



Tired of expensive phone services. Blue Fiber Phone services provide more for less. Keep your existing home or business number and step up to a service that works for you.

- Caller ID
- Call Waiting
- Conference Calling
- Free Long Distance anywhere in the United States

All for \$25.00 per month



Internet

Broadband

Blue Fiber is bringing broadband and internet services to our region.



Residential Services – Standard Rate:

Silver – 25mb / 25mb for \$25.00 / month

Gold – 100mb / 100mb for \$50.00/ month

Platinum – 500mb / 500mb for \$100.00/ month

Max – 1 Gig / 500mb for \$130/month

UNLIMITED USAGE!

WE offer Lifeline Services to eligible low-income households – please contact us for more information about discounted services.

Lifeline is a special government program that subsidizes the cost of voice or broadband for qualifying low-income households. The 2020 monthly subsidy is \$9.25/month off our standard rate for any Blue Fiber internet service, or \$5.25 off our standard rate for voice service.

Low-income households are eligible for only one Lifeline benefit, which may be applied to either voice or internet service.

Customers are free to apply the voice benefit to standalone voice service (without purchasing broadband).

This benefit cannot be transferred to another person or household.

Contact the PA PUC Bureau of Consumer Services for help with unresolved questions or complaints at 1-800-692-7380 or [Online Informal Complaint Form](#)

If you are tired of the false promises of your current internet provider

EMAIL us at info@bluefiber.org or call 814-563-3336

**Youngsville Television Corporation Exhibit B
Voice Service Agreement**



Voice Telephone Services

ALL TELEPHONE SERVICES

The terms and conditions of this Service Agreement (“Terms” or “Agreement”) constitute the agreement (“Agreement”) between Youngsville Television Corporation, dba Blue Fiber Corp (“Blue Fiber”, “Company”, “We”, “Us”) and the User (“you”, “User” or “Customer”) of the Company’s residential and business voice communications Services, and any related products or services (“Service”). This Agreement governs both the Service and any connected Device (“Device” or “Equipment”), used in conjunction with the Service. Additional Terms and Conditions located on the Blue Fiber website at www.youngsvilletv.com may also apply.

BY USING THE SERVICE, YOU REPRESENT THAT YOU ARE OF LEGAL AGE TO ENTER INTO THIS AGREEMENT AND THAT YOU HAVE READ AND UNDERSTAND FULLY THE TERMS AND CONDITIONS OF THIS AGREEMENT. PLEASE READ THIS AGREEMENT CAREFULLY BECAUSE IT INCLUDES MANY IMPORTANT TERMS, INCLUDING: WARNINGS THAT YOU MAY BE UNABLE TO USE THE VOIP SERVICE FOR 911 OR OTHER EMERGENCY CALLS UNDER CERTAIN CIRCUMSTANCES; LIMITS AND DISCLAIMERS ON COMPANY’S LIABILITY; AND THE REQUIREMENT THAT YOU COMMIT TO A MINIMUM TERM OF SERVICE.

SERVICE

The Blue Fiber Service is delivered using Voice-over-Internet Protocol (VoIP) technology. Service is offered on a monthly basis for a term that corresponds with the date your Blue Fiber Telephone service was activated and ends on the day before the same date in the following month or corresponds with the calendar month if the Service fees were prorated to the start of a calendar month. Subsequent terms of this Agreement automatically renew unless you give Blue Fiber written notice of non-renewal at least ten (10) days before the end of the monthly term in which the notice is given. You are purchasing the Service for full monthly terms, meaning that if you attempt to terminate Service prior to the end of a monthly term, you will be responsible for the full month’s charges to the end of the then-current term, including, without limitation, unbilled charges, plus a termination fee, if applicable, all of which will immediately become due and payable. Expiration of the term or termination of Service will not excuse you from paying all accrued and unpaid charges due under this Agreement.

If you subscribe to the Company’s Residential Services, which is defined as Service intended solely for the subscriber’s residence, or home, and not for commercial purposes (“Residential Services”), the Service and the Device (if provided) are provided to you solely for such residential use. You shall not resell or transfer the Service or the Device to another party. You

are prohibited from using the Service or the Device for auto-dialing, continuous or extensive call forwarding, telemarketing (including, without limitation, charitable or political solicitation or polling), fax or voicemail broadcasting or fax or voicemail blasting. We reserve the right to immediately terminate or modify your Service if we determine, in our sole and absolute discretion, that your use of the Service or the Device is, or at any time was, inconsistent with normal residential usage patterns. In addition, you will be required to pay the higher rates for Business Service for all periods in which your use of the Service or the Device was inconsistent with normal residential use.

If you subscribe to the Company's Business Services, which is defined as Service intended solely for the subscriber's use to support commercial, for-profit or not-for-profit, non-residential enterprises ("Business Services"), the Service and Device (if provided) are provided to you as a small business User. You shall not resell or transfer the Service or the Device to another party. You are prohibited from using the Service or the Device for auto-dialing, continuous or extensive call forwarding, telemarketing (including, without limitation, charitable or political solicitation or polling), fax or voicemail broadcasting or fax or voicemail blasting. We reserve the right to immediately terminate or modify your Service if we determine, in our sole and absolute discretion, that you have at any time used the Service or the Device for any of the aforementioned or similar activities.

All users (both Residential and Business) should be read the provided Battery Backup disclosure. We have no control over your electrical power, and you may experience occasional outages. For this reason, it is strongly recommended that you maintain a battery backup for the fiber Optical Network Unit and telephone. It is recommended that you provide a forwarding number so that you can receive calls in the event of an outage.

PAYMENT, LATE FEES AND OTHER CHARGES

When you subscribe to our Service, you authorize us to collect from your payment method, including, if applicable, Early Termination Fees, late fees, check return fees, recovery fees and any other outstanding charges. This authorization will remain valid until 30 calendar days after you terminate our authority to charge your payment method.

You agree to pay all charges due and payable for the Services without counter-claim, set-off or deduction, other than amounts reasonably disputed. Failure to pay in full may result in immediate suspension of services, and Blue Fiber shall have no liability for such suspension under any circumstances. During the period of suspension, Services will be unavailable until the account balance is paid in full.

If you reasonably dispute an invoice, you must pay the undisputed amounts and provide written notice of the disputed amounts. Failure to dispute a charge within a 30-day period shall constitute an irrevocable waiver of your right to dispute the charge, unless otherwise provided by law. The parties shall attempt to resolve the dispute in good faith for a period of 30 days from the notice. If any charges remain in dispute at the end of the 30-day period, you will pay the full amount due within 10 days, otherwise Blue Fiber may exercise any available remedies for breach.

If you do not deliver full payment for all billed charges by the due date, Blue Fiber may restrict, suspend or terminate use of the Services. If Blue Fiber restricts, suspends or terminates your Services, Blue Fiber may, at its sole discretion, choose to restore the Services prior to the payment of all charges due. Such restoration shall not be construed as a waiver of Blue Fiber's right to receive full payment for all charges due or again restrict, suspend or terminate the Services at any time for non-payment of unpaid charges. The failure of Blue Fiber to restrict, suspend or terminate the Services for non-payment of any charges shall not act as a waiver or estoppel to restrict, suspend or terminate Services of such account for non-payment of current or future charges.

All prepaid fees and other payments by Subscriber are non-refundable and non-creditable. There are no pro-rated refunds for unused time. Unless otherwise stated in the Service agreement, Blue Fiber will invoice and charge Customers monthly. Customers are responsible for paying monthly Service fees while Services are suspended due to non-payment. In the event that an account is terminated for any reason with an outstanding balance, Blue Fiber will continue to electronically charge any credit card on file for the outstanding balance until all balances are fully resolved. All disconnected accounts and all accounts suspended for non-payment are subject to a twenty-five-dollar (\$25.00) reconnection fee. Any account which goes into collection status will be transferred to a collection agency and incur a twenty-five-dollar (\$25.00) processing fee and all other applicable fees and charges. Customers must pay a twenty-five-dollar (\$25.00) service charge on disputed credit cards and credit card chargebacks. Past due accounts will accrue a monthly charge of two percent (2.0%) of the past due balance.

Customer is responsible for all charges attributable to its account with respect to the Services. Customer agrees to notify Blue Fiber immediately, in writing or by calling the Blue Fiber support line at 1.814-563-3336, if you become aware at any time that Services are being stolen or fraudulently used. You are responsible for all usage charges attributable to your account, even if incurred as the result of fraudulent or unauthorized use by third parties, until you report the theft or fraudulent use of the Services. Blue Fiber, may, but is not obligated to, detect or report unauthorized use or fraudulent use of Services. You agree to save, defend, indemnify and hold Blue Fiber harmless from all claims, costs, liabilities and damages arising out of such fraudulent or unauthorized use.

International calling is disabled by default. Customers may request it be enabled for a given country at any time by contacting Blue Fiber. All International calls are billed at their respective international rates which are updated from time to time. Any and all call charges are rounded to the nearest whole penny. International calls will be charged at the start of the next month. Failure to pay will result in immediate suspension of Service.

LIMITATIONS OF SERVICE

Customer acknowledges, and agrees, to the following limitations of service:

A) Operator assisted calling. The Service does not support 0+ or operator assisted calling (including, without limitation, collect calls, third party billing calls or calling card calls). The Service may not support 311, 511 and/or other x11 (other than certain specified dialing such as

911, which is provided for elsewhere in this Agreement) Services in one or more (or all) Service areas.

B) Phone numbers. The phone numbers you obtain from Us for Residential Service will not be listed in any telephone directories. Phone numbers transferred from your local phone company may, however, be listed. As a result, someone with your phone number may not be able to utilize a reverse directory to lookup your address.

C) Compatibility with other devices and systems. The Service may not be compatible with non-voice devices. All non-voice communications equipment, including but not limited to, home security systems or alarm systems that are set up to make automatic phone calls, modems, data modems, any device that relies upon a modem, or other hearing impaired devices, and medical monitoring devices (“Non-Voice Systems”), are not considered compatible with the Service and may be interrupted or permanently disabled by installation or operation of the Service. You should maintain a traditional analog telephone connection in order to use any alarm monitoring functions for any security system installed in your home or business. You are solely responsible for the operation and use of such Non-Voice Systems with the Service, including taking any necessary steps, as permitted under your agreements with the Company, to ensure compatibility between such Non-Voice Systems and the Service.

D) Other providers. You authorize the Company to act on your behalf, as your agent, in moving your telephone number and related local and long-distance services from your current provider to the Company or any of its wholesale service providers. You acknowledge that the Company may change wholesale providers from time to time and may move your phone number from one wholesale carrier to another at any time. You acknowledge that the Company will become the customer of record for all phone numbers that we move or “port” to the Service.

REVISIONS, AMENDMENTS, OR MODIFICATIONS TO THESE TERMS

The Company may change this Service Agreement or the Service from time to time by posting a revised version of this Service Agreement or announcing Service changes on the Company’s website currently located at: www.youngsvilletv.com. Such changes may include, without limitation, increasing the charges for the Service, including any additional features that may be offered in conjunction with the service. Changes will become effective once posted, and your continued use of the Service will constitute your acceptance of any such changes. However, if you do not wish to continue Service after a change or modification in features or functionality that materially effects the Service to you, you may terminate this Service Agreement by providing written notice to the Company within twenty (20) days of the effective date of the modification, and you will not be charged any Termination Fee (as defined below).

OWNERSHIP

The Customer acknowledges and accepts that it does not own or have any property rights in or any other rights to any telephone numbers assigned to them, whether or not the telephone numbers are published in any directory. Blue Fiber may change a telephone number designated for the Customer if Blue Fiber has (a) reasonable grounds for changing it and gives the Customer

reasonable advance notice stating the reason for and the anticipated date of the change, or (b) in cases of emergency, given the Customer verbal notice, followed by a written explanation as soon as is reasonably possible. Blue Fiber is not liable for any costs, damages or other amounts resulting from changes to telephone numbers.

TERMINATION OF SERVICE – RESIDENTIAL AND BUSINESS

To cancel or terminate the Company's Residential or Business Service, you must contact our offices at 1.814.563.3336 *and* provide written notice at least ten (10) days before the end of the monthly term in which the notice is given. If you DO NOT notify Us that you are porting (moving) your phone number to a new phone company, Blue Fiber will turn off your Phone service and terminate billing at the end of the current billing term. If you DO notify Us that you are porting (moving) your phone number to a new phone company, Blue Fiber will be required to leave your Phone Service active until you or your new phone company notify Us that the port-away has completed. The phone service must remain active until the port-away has occurred, or your phone number may be lost. Once we're notified that the port-away has completed, Blue Fiber will turn off your Phone Service and terminate billing at the end of the current billing term. Please also see "PORT OUT POLICY" below.

For Residential Services, we reserve the right to suspend or discontinue the Service generally, or to terminate your Service, at any time in Our sole and absolute discretion, consistent with all applicable notice provisions and other regulatory requirements. If we discontinue the Service generally, or terminate your Service without a stated reason, you will only be responsible for charges accrued through the date of termination, including a pro-rated portion of the final month's charges. If your Service is terminated on account of your breach of any provision of this Agreement, you will be responsible for the full month's charges to the end of the current term, including, without limitation, unbilled charges, plus the termination fee, if applicable, all of which will immediately become due and payable.

For Business Services, we reserve the right to suspend or discontinue the Service generally, or to terminate or suspend your Service for failure to rectify a violation of the Service Agreement within 7 days after receiving notice thereof from the Company. If we discontinue the Service generally, or terminate your Service, you will only be responsible for charges accrued through the date of termination, including a pro-rated portion of the final month's charges. If your Service is terminated on account of your failure to correct any breach of any provision of this Agreement, you will be responsible for charges to the end of the current term, including, without limitation, unbilled charges, plus the termination fee, if applicable, all of which will immediately become due and payable. Service may be suspended by the Company without prior notice if necessary, to comply with applicable laws or to preserve the integrity of service to other Customers. If service is suspended without prior notice, the Company will use reasonable efforts to notify Customer of the suspensions and the reason for suspension within one (1) business hour of suspension.

SERVICE REQUIREMENTS AND AVAILABILITY

You must supply certain equipment and facilities, such as a phone handset or equivalent, installed phone or network cabling and termination outlets, and a powered electrical outlet. You are responsible for supplying and ensuring that the equipment you supply is compatible with the Service and meets federal and other applicable standards. You represent that you either own your equipment or have the right to use that equipment in connection with the Service. The Company shall have no obligation to provide, maintain, support or service your equipment.

For the Services (including E9-1-1) to work, the Customer is responsible for providing: the supply of electrical power; and performing proper maintenance of all customer provided equipment connected to, or supporting the Services at the Customer location, including the replacement of any batteries, and contacting Blue Fiber for technical service when prompted to do so or as required, unless otherwise specified by Blue Fiber.

FEES, TAXES AND OTHER CHARGES

We publish on our website, www.youngsvilletv.com, an explanation of the taxes and fees for this service. These fees and charges may change from time to time and vary depending on Federal, State, and Municipal rules & regulations. If you make calls to international locations, then International rates will apply. Please visit www.youngsvilletv.com for the current International rates.

9-1-1 EMERGENCY SERVICES

Carefully read the YTV 911 disclaimer document, available at www.youngsvilletv.com. By acceptance, and use, of the Blue Fiber VOIP Service you acknowledge and accept any limitations of 9-1-1/E9-1-1 service, and you agree to convey these limitations to all persons who may place calls over the VoIP service.

PROHIBITED USES

You shall use the Service and the Device only for lawful purposes. We reserve the right to immediately terminate your Service if, in our sole and absolute discretion, we determine that you have used the Service or the Device for an unlawful purpose. In the event of such termination, you will be responsible for the full month's charges to the end of the current term, including, without limitation, unbilled charges, plus a termination fee, if applicable, all of which will become immediately due and payable upon termination of your Service. If we believe that you have used the Service or the Device for an unlawful purpose, we may forward the relevant communication and other information, including your identity, to the appropriate authorities for investigation and prosecution. You hereby consent to our forwarding of any such communications and information to these authorities. In addition, Blue Fiber will provide information in response to law enforcement requests, subpoenas, court orders, to protect its rights and property and in the case where failure to disclose the information may lead to imminent harm to the Customer or others.

You shall not use the Service or the Device in any way that is threatening, abusive, harassing, defamatory, libelous, deceptive, fraudulent, invasive of another's privacy, or any similar behavior. We reserve the right to immediately terminate your Service if, in our sole and absolute discretion, we determine that you have used the Service or the Device in any of the aforementioned ways. In the event of such termination, you will be responsible for the full month's charges to the end of the current term, including, without limitation, unbilled charges, plus a termination fee, if applicable, all of which will become immediately due and payable upon termination of your Service. In addition, Blue Fiber will provide information in response to law enforcement requests, subpoenas, court orders, to protect its rights and property and in the case where failure to disclose the information may lead to imminent harm to the Customer or others.

The Company has no obligation to monitor the Service or any User's use thereof or retain the content of any User session. However, the Company reserves the right at all times to monitor, review, retain and/or disclose any information as necessary to satisfy any applicable law, regulation, legal process or governmental request. The Company reserves the right to implement reasonable network management practices to ensure service quality levels are maintained.

You agree not to share (or re-sell) the Service with anyone not residing at the Service address.

RELOCATION REQUIREMENT

The Service may be used only at the Registered Location you provide to the Company. If you wish to relocate the Equipment, you must contact the Company for information on Service availability at the new location. If the Service is available at your new location, you must update and register the new location with the Company in order to update our records for the Service and help make 9-1-1 services and E9-1-1 features available to you. If Service, 9-1-1 calling or an E9-1-1 feature is not available at the new location, your Service will be terminated or suspended until you return the Equipment to a location with Service, 9-1-1 and E9-1-1 availability and provide Us updated information for the new location. Using or moving, or attempting to use or move, the Equipment or Service to a location without complying with this Section is a violation of this Service Agreement and you do so at your own risk.

LOCAL NUMBER PORTABILITY

If you are transferring your existing phone number from another service provider for use with the Service, the following terms and conditions also shall apply:

- A) You will cooperate fully with the Company and provide promptly all information, including a letter of authorization or other documentation, as requested by the Company in connection with the processing of your order for Service;
- B) You authorize the Company to notify your current telephone service provider of your decision to switch your local, local toll, toll free and long distance services to the Service, and you represent you are authorized to take such actions;

C) You acknowledge that if you set up the Service prior to the date that the number switch becomes effective (the “Port Effective Date”), you may be able to place outgoing calls but not receive incoming calls over the Service, and may not be able to make 9-1-1 or other emergency calls over the Service, until the Port Effective Date (in such a case, you should keep another phone connected to an existing phone extension at your service location to receive incoming calls until the Port Effective Date); and

D) You acknowledge that if the Service is not yet activated as of the Port Effective Date, your existing phone service for the number you are transferring will be disconnected and you will have no service for that line. To help avoid an interruption in your phone service, you should install the Service prior to, or on, the Port Effective Date. An estimate of the Port Effective Date may be sent to you by the Company following your completion of the ordering process, but this is only an estimate and not a guarantee of the Port Effective Date; and

E) You acknowledge that the Company may use call detail, and customer proprietary network information, for all lawful purposes, including but not limited to actions related to the initiation, rendering, billing and collection of the Service. Further, such actions also include the use of such information for the purposes of testing, verifying, and otherwise assuring that the Service is delivered to you.

PORT OUT POLICY

Any telephone number may be allowed to port out if, at the time of our receipt of the port-out request:

A) The number(s) being ported out have been active in the current subscribers account for at least 90 days,

B) All previous invoices have been paid and there is no outstanding balance on the account.

LIMITATION OF LIABILITY

IN NO EVENT SHALL THE COMPANY BE LIABLE FOR ANY CLAIMS, DAMAGES, LOSSES OR LIABILITIES, AND YOU HEREBY WAIVE ANY AND ALL SUCH CLAIMS OR CAUSES OF ACTION, ARISING FROM OR RELATED TO:

A) DEVELOPING, INSTALLING, OPERATING, PROVIDING, IMPLEMENTING, MAINTAINING OR PARTICIPATING IN A 9-1-1 EMERGENCY TELEPHONE SYSTEM OR SIMILAR EMERGENCY SYSTEM OR ENHANCED 9-1-1 TELEPHONE SERVICE, INCLUDING WITHOUT LIMITATION (i) RECEIVING, DEVELOPING, COLLECTING, OR PROCESSING INFORMATION FOR E9-1-1 DATABASES, (ii) RELAYING, TRANSFERRING, OPERATING, MAINTAINING, OR PROVIDING 9-1-1 OR E9-1-1 SERVICES OR SYSTEM CAPABILITIES, OR (iii) PROVIDING EMERGENCY TELEPHONE AND RADIO COMMUNICATIONS FOR AMBULANCE, POLICE AND FIRE DEPARTMENTS;

B) INTERFERENCE OR INCOMPATIBILITY WITH OR DISRUPTION OF ANY NON-VOICE SYSTEMS, WHETHER CAUSED BY THE VOIP SERVICE, INTERNET ACCESS SERVICE, ANY EQUIPMENT, OR OTHERWISE;

C) ANY LACK OR BREACH OF SECURITY YOU OR ANY OTHER PARTY MAY EXPERIENCE OR BE EXPOSED TO WHILE USING THE VOIP SERVICE; OR

D) USE OF THE SERVICE FOR OR IN CONNECTION WITH ANY HIGH-RISK USES.

E) Our liability under this agreement will not exceed the Service charges for the affected time period. The Company will not be responsible for third-party fees or charges, including but not limited to, banking fees, overdraft fees, cellular phone or other wire line charges, technician charges, or other similar charges.

F) This Section Limitation of Liability, will survive termination or expiration of this Service Agreement, whether terminated by you or the Company, for any reason.

CALL PLANS

Residential VoIP Phone services include the following features:

- **Unlimited Local & Long Distance Calling in the U.S. and Canada**
- **Per-minute rates for International Calling**
- **Caller ID (with Name if available)**
- **Call Waiting**
- **3-way Calling**
- **Call Forwarding**
- **Voicemail (with text and/or e-mail notification option)**

Residential Blue Fiber Telephone Service – Monthly Fee of \$25.00 per month

*** While our Digital Phone Service is exempt from many of the taxes and surcharges you may be used to seeing on a traditional landline phone bill, we are still subject to state and local sales tax, state gross receipts and excise taxes, Universal Service Fund contributions and E-911 surcharges. These taxes and fees will each appear separately on your bill and may vary based on changes imposed by the corresponding regulatory agencies.**

BY USING THE BLUE FIBER TELEPHONE SERVICE, YOU AGREE TO BE BOUND BY ALL OF THE TERMS OF THIS AGREEMENT. IF YOU DO NOT AGREE TO ALL OF THESE TERMS, YOU SHOULD NOT USE THE SERVICE.

Exhibit C
Youngsville Television Corporation, dba Blue Fiber
Internet Service Agreement

Blue Fiber Internet Service Agreement



Youngsville Television Corporation dba Blue Fiber Corp. (“Blue Fiber,” “us,” or “we”) provides Internet access (the "Service") to Customer (“you”) subject to your agreement and compliance with the terms and conditions below (the "Agreement").

PLEASE READ THIS AGREEMENT CAREFULLY BEFORE ACCESSING THE SERVICE. IF YOU DO NOT AGREE TO THESE TERMS AND CONDITIONS, AND DO NOT WISH TO BE BOUND BY THEM, YOU MAY NOT ACCESS OR USE THE SERVICE.

I. REGISTRATION

A. In order to register for the Service, you must be at least 18 years of age, and you hereby represent and certify to Blue Fiber that you are at least 18 years of age. If you are a parent or legal guardian, you may authorize a minor under your control to use your account under supervision. You promise to adequately supervise the minor and are responsible for the minor's use of the Service. You further promise to indemnify and hold harmless Blue Fiber for the minor's use of the Service. You agree that you are fully responsible for such minor's conduct while using the Service, and for any consequences if the minor misuses the Service or the software, or otherwise violates this Agreement.

B. You further represent and certify to Blue Fiber that all information provided by you to Blue Fiber in connection with your registration, whether on-line or otherwise, is accurate, complete and current. You further agree to timely notify Blue Fiber of any changes to such information.

C. You agree that you may not, and shall not, transfer your account to another person without the prior written approval from Blue Fiber.

D. You agree to pay Blue Fiber’s current charges in effect from time to time for all Internet access through your account, including but not limited to registration or monthly fees, minimum charges and other charges incurred by you or anyone using your password or account (unless we are notified by you pursuant to Section I.E.) at the rates in effect for the billing period in which those charges are incurred. You agree to pay all applicable taxes, government assessments and fees related to use of the Service. You agree that Blue Fiber has reserved the right to change all rates or to institute new rates and/or changes at any time. You further agree that you will be liable for all attorney's fees and collection fees arising from efforts to collect any unpaid balance

on your account(s). Billing will be on a monthly basis and you agree that Blue Fiber may, in its sole discretion, change or modify the billing period without notice to you.

E. You agree that you are responsible for maintaining the confidentiality of all passwords utilized by you to access the Internet via Blue Fiber services. You are responsible for all charges resulting from the use of your password(s) and account in connection with the Service. If your account or password is accessed or used without your permission, you agree that you remain responsible for all such activities and charges until you notify Blue Fiber of an unauthorized use of your password and account by calling 814-563-3336.

II. USE OF THE INTERNET

A. You understand that except for our websites (for example <https://www.bluefiber.org>) Blue Fiber does not operate nor control the contents of the Internet in any way, and that all merchandise, information and services offered or made available or accessible on the Internet generally are offered or made available or accessible by third parties who are not affiliated with Blue Fiber.

YOU AGREE THAT YOU ARE TOTALLY RESPONSIBLE AND ASSUME THE RISK FOR YOUR USE OF THE SERVICE and the Internet. Blue Fiber and its affiliates make NO EXPRESS OR IMPLIED WARRANTIES, REPRESENTATIONS OR ENDORSEMENTS WHATSOEVER (including without limitation warranties of title or non-infringement, or the implied warranties of merchantability or fitness for a particular purpose) with regard to any merchandise, information or service provided through any Blue Fiber service or on the Internet generally, and THEY SHALL NOT BE LIABLE FOR ANY COST OR DAMAGE arising either directly or indirectly from any such transaction. YOU FURTHER AGREE THAT IT IS YOUR SOLE RESPONSIBILITY to evaluate the accuracy, completeness and usefulness of all opinions, advice, services and other information, and the quality and merchantability of all merchandise, provided to the Service or the Internet generally.

B. YOU UNDERSTAND AND FURTHER ASSUME THE RISK THAT THE INTERNET CONTAINS UNEDITED MATERIALS some of which are sexually explicit or may be offensive to you. YOU AGREE that access to such materials is AT YOUR OWN RISK. Blue Fiber has no control over and ACCEPTS NO RESPONSIBILITY WHATSOEVER FOR SUCH MATERIALS.

C. You agree that it is your responsibility to provide all customer devices and other equipment necessary to access the Service.

D. Unless you receive the prior written approval of Blue Fiber, you agree that you may not, and will not, reproduce, redistribute, retransmit, publish or otherwise transfer, or commercially exploit, any information, software or other content which you receive through the Service.

III. NO SERVICE WARRANTIES

A. THE SERVICE IS PROVIDED ON AN "AS-IS" AND "AS AVAILABLE" BASIS WITHOUT WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO WARRANTIES OF TITLE, NON-INFRINGEMENT OR IMPLIED

WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. No advice or information given by Blue Fiber, its affiliates or its contractors or their respective employees shall create a warranty. NEITHER Blue Fiber NOR ITS AFFILIATES WARRANT THAT THE SERVICE WILL BE UNINTERRUPTED OR ERROR-FREE OR that any information, software or other material accessible on the Service is FREE OF VIRUSES, WORMS, TROJAN HORSES OR OTHER HARMFUL COMPONENTS.

B. UNDER NO CIRCUMSTANCES SHALL Blue Fiber, ITS AFFILIATES OR ITS CONTRACTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE OR CONSEQUENTIAL damages that result in any way from your use of or your inability to use the Service or to access the Internet or any part thereof, or your reliance on or use of information, services or merchandise provided on or through the Service, or that result from mistakes, omissions, interruptions, deletion of files, errors, defects, delays in operation, or transmission, or any failure of performance.

C. If you are dissatisfied with the Service, or with any terms, conditions, rules, policies, guidelines or practices of Blue Fiber in operating the Service, your sole and exclusive remedy is to discontinue using the Service.

IV. PROPERTY RIGHTS AND COPYRIGHTED MATERIAL

A. You agree that all content accessed through the Service is the property of the applicable content owner and may be protected by applicable copyright law. This Agreement gives you no rights to such content.

B. Except as expressly permitted herein or by applicable law, Blue Fiber and its supplier(s) retain all right, title and interest in the software utilized to access the Service. This software and source code form contain confidential trade secrets of Blue Fiber and/or its supplier. Except as expressly authorized above, you shall not copy the software, in whole or in part, or modify, reverse compile, reverse assemble or create derivative works of any portion of this software, nor rent, lease, distribute, market or transfer this software to third parties.

C. You agree to abide by the copyright, patent, and trademark laws and all other applicable laws of the United States and its political subdivisions, including, but not limited to, export control laws.

D. It is the policy of Blue Fiber to suspend or terminate, in appropriate circumstances, the Service provided to any subscriber or account holder who is deemed to infringe third-party intellectual property rights, including repeat infringers of copyrights.

E. Blue Fiber expressly reserves the right to suspend, terminate, or take other interim action regarding the Service of any user or account holder if Blue Fiber, in its sole judgment, believes that circumstances relating to an infringement of third-party intellectual property rights warrant such action. These policies are in addition to and do not affect or modify any other rights Blue Fiber may have under law or contract, such as the Digital Millennium Copyright Act (“DMCA”) and other applicable laws or court orders.

F. If you believe that copyrighted material has been used in violation of this policy or otherwise been made available on the Service in a manner that is not authorized by the copyright owner, its agent, or the law, you may contact our Designated Agent as follows:

Youngsville Television Corp, dba Blue Fiber Corp.
3 W. Main Street
Youngsville, Pa 16371

V. YOUR CONDUCT

A. While using the Internet through the Service, you represent, warrant and promise that you will not:

1. Restrict or inhibit any other user from using and/or enjoying the Internet, or take other harmful actions against other users or persons or our network.
2. Post or transmit any unlawful, threatening, abusive, libelous, defamatory, obscene, pornographic, profane, or otherwise objectionable and unlawful or harmful information of any kind, including but not limited to transmissions constituting or encouraging conduct that would constitute a criminal offense, give rise to civil liability, or otherwise violate any local, state, national or international ordinance, regulation or law, including but not limited to the United States export control laws and regulations.
3. Post or transmit any information or software which contains a virus, cancelbot, Trojan horse, worm or other harmful component.
4. Unlawfully download, upload, post, publish, transmit, reproduce or distribute in any way, information, content, software or other material through the Service which is protected by copyright, patent, trademark, or other proprietary right, or derivative works with respect thereto, without obtaining permission of the copyright owner or other right holder.
5. Upload, post, publish, transmit, reproduce or distribute in any way any component of the Service itself or derivative works with respect thereto, as the Service is copyrighted as a collective work under United States copyright laws.
6. Send UNSOLICITED electronic mail messages, including, without limitation, commercial advertising and informational announcements, and other unwanted messages.

B. You agree and understand that Blue Fiber has no obligation to monitor the Service in any way. You further agree that Blue Fiber has a right to monitor the Service electronically from time to time and to disclose any information as necessary to satisfy any law, regulation, ordinance or other governmental request to operate the Service properly, or to protect itself, its network, or its subscribers. Blue Fiber shall not intentionally monitor or disclose any private electronic mail message unless required by law.

C. We may suspend or terminate your Service if you violate or appear to have violated any of the terms of this Agreement or the intellectual property rights of any other person or entity, or if you use or attempt to use the Service for any unlawful, harassing, or unwanted purposes or for the transmission or receipt of traffic or data. Further, Blue Fiber reserves the right to refuse to post or to remove any information or materials, in whole or in part, that, in its sole discretion, are unlawful, harmful, unwanted, unacceptable, undesirable, or in violation of this Agreement.

VI. BREACH OF THE AGREEMENT

Blue Fiber may temporarily or permanently deny you access to all or part of the Service without notice if you engage in any conduct or activities that Blue Fiber, in its sole discretion, believes violates any of the terms and conditions in this Agreement or are in any way inconsistent with the Acceptable Use Policy (“AUP”) or other Internet Disclosures and Policies as in effect from time to time. If Blue Fiber denies you access to the Service because of such a violation, you agree that you have no right (1) to access through Blue Fiber any material stored on the Internet, (2) to obtain any credit(s) otherwise due to you, and such credit(s) shall be forfeited, and (3) to access third-party services, merchandise or information on the Internet through Blue Fiber. You agree that Blue Fiber shall have no responsibility to notify any third-party providers of services, merchandise or information and that Blue Fiber shall not be responsible for any consequences resulting from lack of notification.

VII. INDEMNIFICATION

You agree to defend, indemnify and hold Blue Fiber and its affiliates harmless from any and all liabilities, costs and expenses, including reasonable attorney's fees, related to any violation of this Agreement by you or authorized users of your account, or in connection with the use of the Service or the Internet or the placement or transmission of any message, information, software or other materials on the Internet by you or authorized users of your account.

VIII. ARBITRATION AND WAIVER OF CLASS ACTION CLAIMS

Most customer concerns or disputes can be resolved through our customer service representatives. However, if either of us has an issue which cannot be resolved without third-party intervention, you and we both agree to submit to binding arbitration before the American Arbitration Association. This means that all disputes arising from or relating in any way to your Services, whether under this Agreement or not, will be resolved through arbitration, not in court or through judge or jury. Moreover, to the fullest extent allowed by law, both of us agree to waive any rights to pursue a claim arising from or relating to this Agreement or the Services as a class action; that is, you or we will not join a claim with the claim of any other person or entity or pursue a claim on behalf of any other person or entity. The arbitration shall take place in Warren County, Pennsylvania or any other mutually agreed location. The waivers in this section continue in force and effect after the termination of this Agreement. Only actions relating to failure to timely pay billed charges, such as service charges and related fees and taxes (collection claims), may be brought in a court; provided that all such actions will be brought in small claims or another court with jurisdiction; and further provided that if any counterclaims or claims unrelated to collection are asserted in the action by any party then the case shall be transferred to arbitration.

IX. MISCELLANEOUS

A. You agree that in the event that any portion of this Agreement is held to be unenforceable, the unenforceable portion shall be construed in accordance with the applicable law as nearly as possible to reflect the original intention of the parties, and the remainder of the provisions shall remain in full force and effect.

B. Blue Fiber’s failure to insist upon or enforce strict performance of any provision of this Agreement shall not be construed as a waiver of any provision or right. Neither the course of conduct between parties nor trade practice shall act to modify any provision of this Agreement.

C. You agree that this Agreement shall be governed by and construed in accordance with the laws of the Commonwealth of Pennsylvania, without regard to its conflicts of law provisions. Any cause of action you may have with respect to the Service must be commenced within one (1) year after the claim or cause of action arises or such claim or cause of action is barred.

D. You agree that this Agreement is personal to you and you shall not assign your right herein.

E. You agree that upon reasonable notice published over the Service or sent to you, Blue Fiber may modify this Agreement, including but not limited to its prices and charges for the Service, and may discontinue or revise any or all other aspects of the Service at its sole discretion. If you do not cancel Service or continue to use or pay for the Service after the notice period expires, you will be deemed to have accepted the modifications or revisions.

F. You agree that the terms for payment are met ten (10) days in the currency in which billed. If any payment due hereunder is not made by you within thirty (30) days after the invoice date, you agree to pay late charges of five percent (5%) per month with respect to such payment. Blue Fiber reserves the right to disconnect the Service in cases where an invoice remains unpaid more than 30 days.

Date: _____ Signature: _____

Customer Name: _____

Representative: _____

Phone: _____

Account #: _____

email: _____

Street _____

PO Box _____

City, State, Zip _____

Youngsville Television Corporation, dba Blue Fiber Corp

Representative: _____

3 W. Main Street

Youngsville, Pa 16371

814-563-3336

Signature: _____

SPIN#: 143052122

X. Broadband Service Level

Broadband services are as defined within the following service packages being offered via Blue Fiber services. All broadband services provide symmetrical upload and download speeds from the demark location (ONT) through Blue Fiber network and Partners network(s). The installed ONT, drop fiber, and associated connections remain the property of Youngsville Television Corporation, dba Blue Fiber Corp and is the responsibility to maintain and support for the term of the service contract.

Description: Fee (monthly): Selected Service (initialize):

Residential:

Silver: 25MB up / 25MB down \$25.00 _____

Gold: 100MB up / 100MB down \$45.00 _____

Platinum: 500MB up / 500MB down \$100.00 _____

Maximum 500MB up/ 1GB down \$130.00 _____

Commercial:

Silver: 100MB up / 100MB down \$65.00 _____

Gold: 500MB up / 500MB down \$145.00 _____

Platinum: 1Gb up / 1GB down \$300.00 _____

Billing Terms: ___ Monthly ___ Quarterly ___ Annually

Membership Fee: One-time fee to join YTV cooperative - \$150.00

See: YTV Membership-Agreement for terms and conditions.

Installation: Base installation fee for residential services - \$100.00

Commercial installations – to be determined per instance and listed below. _____

Notes:

Blue Fiber Internet Terms & Policies Internet Acceptable Use Policy



Internet Terms & Policies Internet Acceptable Use Policy

INTRODUCTION This Acceptable Use Policy (“AUP”) is intended to help enhance the use of the Internet by preventing unacceptable use. It is not a “terms of service” or a billing guideline. Please refer to your Terms of Service for terms and conditions applicable to your Internet Service.

PLEASE READ THIS POLICY CAREFULLY BEFORE ACCESSING THE SERVICE. BY ACCESSING THE SERVICE, YOU AGREE TO BE BOUND BY THIS POLICY. IF YOU DO NOT WISH TO BE BOUND BY THIS AUP, YOU MAY NOT ACCESS OR USE THE SERVICE.

This AUP applies to all data services provided by Youngsville Television Corporation and its affiliates (“Service Provider”) that provide or include access to the Internet that are provided over the fiber data network (collectively, the “Services”). Your use of the Services indicates your acceptance of and agreement to abide by this Acceptable Use Policy. It is designed to help protect the Services, users of the Services and the Internet community from irresponsible or illegal activities. Service Provider may modify this AUP from time to time. In the event of any inconsistency between this AUP and the terms of any service agreement, this AUP shall govern and control.

GENERAL POLICY: Service Provider reserves the right in its sole discretion to deny or restrict your use of the Services, or immediately to suspend or terminate your Services, if the use of the Services by you or others, in Service Provider’s sole discretion violates this AUP, your Terms of Service or any other Service Provider policies, is objectionable or unlawful, or interferes with the functioning or use of the Internet or Service Provider’s network.

ILLEGAL AND PROHIBITED USE: This section is used to address actions, content or activities that are prohibited by law and by rules established by the Service Provider. These prohibitions and restrictions on use are not negotiable. Users found to engage in activities that Service Provider determines, in its sole discretion, violate this AUP may have their accounts terminated. Violators may also be subject to appropriate legal action and/or consequences. Service Provider reserves the right to cooperate with legal authorities and/or injured third parties in the investigation of any suspected illegal activity or civil wrong. Activities or misuse of Services, including the misuse of email, considered by Service Provider to be a violation of this AUP are as follows, but are not limited to: the posting, distribution, storage or transmission of

material, information or communications that, whether explicitly stated, implied, or suggested through use of symbols, are obscene, indecent, pornographic, sadistic, cruel, or racist in content, or of a sexually explicit or graphic nature; or which espouses, promotes or incites bigotry, hatred, harassment, terrorism or racism; or which might be legally actionable for any reason; the posting, transmission, downloading or viewing of any material pornographic in nature involving actual images of children or minors or digitally or otherwise artificially created or manipulated images of children or minors, or any material whatsoever that may be deemed obscene under applicable law; accessing or attempting to access the accounts or computers of others, spoofing or attempting to spoof the URL or DNS or IP addresses of Service Provider or any other entity, or any attempt to penetrate or penetrate security measures of Service Provider or other entities' systems ("hacking"), whether or not the intrusion results in corruption or loss of data; introducing viruses, worms, harmful code and/or Trojan horses on the Internet; violating any third party's copyright, trademark, proprietary or other intellectual property rights; using any name or mark of Service Provider, its parent, affiliates or subsidiaries, as a hypertext link to any Web site or in any advertising publicity or other commercial manner; using the Services in a manner intended to threaten, harass, intimidate or terrorize; any indirect or attempted violations of this AUP; the unauthorized reselling of the Services; using the Services to transmit, retransmit, distribute, post, or store any material that in the judgment of Service Provider is threatening, fraudulent, libelous, defamatory, or otherwise objectionable or unlawful; using the Services to participate in activities and/or services prohibited by federal, state or local law; distributing, posting, copying or disseminating copyrighted material including, but not limited to, movies, television programs and/or music; or inhibiting any other person's use of the Services.

EMAIL: Service Provider does not provide nor directly support email and email services.

SHARING: You may permit other members of your household to access the Services for use within your household. You as the account holder shall ensure that any other users of the Services are aware of and comply with your Terms of Service and this AUP, and you agree to be held responsible for any activity or use of the services on that account, whether or not authorized by you.

COMMERCIAL USE: Reselling Services or offering the use of Services for added value to a commercial entity without Service Provider's authorization is prohibited. Services are designed for the account holder's use only and may not be used for commercial purposes without the Service Provider's explicit consent. You also agree not to use Services for operation as an Internet Service Provider (ISP), or for any other business enterprise including, without limitation, IP address translation or similar facilities intended to provide access, operating or allowing others to operate servers of any type, or any other device, equipment and/or software providing server-like functionality in connection with Service Provider's services, unless expressly authorized.

UPSTREAM PROVIDER: An "upstream provider" is any company that provides Service Provider bandwidth, network access and/or other services. It shall be a violation of this AUP to use the Services in any way that is unlawful, harmful to or interferes with the network of any upstream provider or that violates the policies of any other provider that is accessed through the Services.

SYSTEM & NETWORK SECURITY: Violations of system or network security are prohibited and may result in criminal and civil liability. Service Provider will investigate incidents involving such violations and may involve and will cooperate with law enforcement if a criminal violation is suspected. Examples of system or network security violations include, without limitation, the following: port scanning, probes, data capture, denial of service, and access of restricted systems; attempted access of systems not previously given access to; anything deemed “hacking” or “cracking” to the systems, network or users; unauthorized access to or use of data, including any attempt to circumvent user authentication or security of any host, network, or account (hacking, cracking, port scans, or flood pings); unauthorized monitoring of data or traffic; interfering with service to any user, host, system or network; conducting denial of service attacks; any attempt to disrupt Services including, but not limited to, distributing or introducing viruses, worms, or other harmful software.

COPYRIGHT INFRINGEMENT/REPEAT INFRINGER POLICY: Service Provider respects the intellectual property rights of third parties, including those granted under the US copyright laws, and the interests of its subscribers and content providers on the Internet. You may not store material of any type or in any format on, or disseminate such material over, Service Provider’s systems or servers in any manner that constitutes an infringement of third-party intellectual property rights. In accordance with the Digital Millennium Copyright Act of 1998 (DMCA) and other applicable law, it is the policy of Service Provider, in appropriate circumstances and in Service Provider’s sole judgment, to terminate Services provided to any subscriber who infringes third party intellectual property rights, including repeat infringers. In addition, Service Provider expressly reserves the right to terminate or suspend the Services of any subscriber if Service Provider, in its sole judgment, believes that circumstances relating to the infringement of third-party intellectual property rights warrant such action. These policies are in addition to and do not affect or modify any other rights Service Provider may have under law or contract. Service Provider’s DMCA policy is posted on its website, which can be found at www.YoungsvilleTelevisionCorporation.net.

USER RESPONSIBILITY: Users need to be aware that they do not operate in a vacuum. Safe practices need to be taken by the users to protect themselves and others including, without limitation, the following: Users are responsible for account passwords and should keep them safe. Do NOT share account information, user names or passwords. Do NOT leave username and passwords in the open. If a user feels that the account was compromised, the username and or password should be changed at once. Users are responsible for obtaining, maintaining, updating and protecting their own equipment and software necessary to use the Services. Anti-virus software and personal firewalls are strongly encouraged. Users are responsible for any misuse of Services that occurs through user’s account, even if that misuse was not authorized by the user. Users are responsible for protecting their accounts and must take steps to ensure that others do not gain unauthorized access to user’s account or the misuse Services. Wi-Fi and access to the Services using a Wi-Fi radio, wireless modem or router or Wi-Fi hotspots is provided over wireless radio waves, which means that your transmissions could be intercepted by unauthorized persons. Users are responsible for securing wireless equipment and wireless data networks to avoid misuse of the Services, infringement of third-party intellectual property rights, the introduction of viruses, and the unauthorized viewing of content or other breaches, including any

breaches related to home security services that utilize wireless networks. Users are responsible for the back-up and restoration of their data.

ADMINISTRATIVE DISCRETION: Service Provider has sole and final discretion over all aspects of the Services, Service Provider's network and this AUP. Service Provider reserves the right to terminate any account or service without cause or prior notice.

VIOLATION AND MONITORING: Service Provider does not intend to actively monitor the content of web sites, e-mail, news groups, or material created or accessible over its services. However, Service Provider reserves the right to monitor such services or any services on or within our network at any time. Violations, attempted violations, and/or concerns should be sent via email to info@youngsvilletv.com. When reporting anything to Service Provider please include: The Internet protocol address used to commit the alleged violation. The date, time and time zone of such violation. Evidence of the violation, including, if applicable, full headers from emails, firewall logs, traffic dumps or information pertaining to the events in question. Do not send excerpted parts of a message; sending the entire message with full headers helps prevent misunderstandings based on incomplete information or information taken out of context. Service Provider has sole judgment and discretion on how we enforce this AUP.

UPDATE AND MODIFICATION: Updates and modifications to this AUP are considered effective immediately, and it is the end user's responsibility to stay current. Service Provider can make changes to the AUP at any time without notice. The current and any updated version of this AUP will be posted on Service Provider's website which can be found at [www.Youngsville Television Corporation.net](http://www.YoungsvilleTelevisionCorporation.net).

Youngsville Television Corporation Exhibit E

Lifeline Policies and Procedures

Lifeline is a government assistance program that provides subsidies to help defray the cost of a voice or broadband subscription provided to qualifying low-income customers. The subsidy provided to the Company reduces the rate charged to end user customers for qualifying service. All employees should familiarize themselves with these requirements so that we can implement this program consistent with all requirements.

The 2020 monthly subsidy is \$9.25/month for qualifying broadband (internet) service, or \$5.25 for qualifying voice service. (An additional amount is available for customers living on Tribal lands.)

Customers are eligible for Lifeline if their household income is at or below 135% of the Federal Poverty Guidelines, or if a member of the household participates in one of the following federal programs:

- Supplemental Nutrition Assistance Program (SNAP), formerly known as Food Stamps
- Medicaid
- Supplemental Security Income
- Federal Public Housing Assistance
- Veterans Pension and Survivors Benefit
- One of several Tribal assistance programs, and the household lives on federally-recognized Tribal lands
 - Bureau of Indian Affairs General Assistance Tribal Temporary Assistance for Needy Families
 - Food Distribution Program on Indian Reservations
 - Tribal Head Start (only households that meet the income qualifying standard)

Each household is eligible for only one Lifeline benefit; the customer can choose whether to apply the benefit to voice or broadband service. This benefit cannot be transferred to another person or household.

All employees will take the following steps to comply with Lifeline program requirements:

Enroll the customer: Employees must use USAC's [National Verifier](#) to determine customer eligibility. Employees may assist a customer in-person, through the National Verifier service provider portal, or the consumer may apply on their own online at <https://nationalverifier.servicenowservices.com/lifeline>, or by mailing in a [paper application](#).

After the National Verifier verifies that the household is eligible for Lifeline, an employee must enter the customer's name into the NLAD. NLAD confirms that the customer has qualified through the National Verifier and prevents subscribers from claiming more than one discount. We cannot claim reimbursement for a customer unless that subscriber's information is entered in NLAD. The Company is required to update NLAD every time a customer status changes, including changes to their information (for example, a change of address).

De-enroll ineligible customers: If a customer is no longer eligible for Lifeline, an employee must de-enroll the customer in NLAD. FCC rules require that a customer be de-enrolled within five business days.

Seek reimbursement: The Company will obtain reimbursement for offering Lifeline service through USAC's Lifeline Claims System, based on the number of qualifying customers as shown in NLAD as of the first of the month.

USAC recertification process: Each year, customers must recertify by their "anniversary date" (as shown in NLAD) to confirm that they are still eligible for Lifeline. The National Verifier now handles the recertification process, and subscribers that are not recertified automatically will receive outreach from USAC to recertify online, on the phone, or by mailing in a recertification form.

For the annual re-certification process, USAC will check automated data sources to see if the customer remains eligible. In cases where that information is not available, USAC will provide the customer with three (3) options for recertification: a paper form (FCC Form 5630), an interactive voice response, or recertification by the subscriber online. As with the initial eligibility determination, this process is conducted by USAC, and not by the Company.

USAC will automatically de-enroll from Lifeline any subscriber that is not verified and will notify the Company that the customer has been de-enrolled from Lifeline through the Failed Recertification De-Enrollment Report in NLAD.

Submit annual filings: Each year, the Company must report the results of the annual recertification process conducted by USAC on FCC Form 555, which is submitted electronically to USAC through an online portal (due January 31st). The Company must also file a copy of the annual FCC Form 555 in the FCC's Electronic Comment Filing System, Docket 14-171, and with the state regulatory commission. Each year, the Company will also submit to USAC FCC Form 481 (due July 1), which includes certain annual certifications regarding Lifeline program participation.

Youngsville TV Corporation Exhibit F



Battery Backup for VoIP Service

Backup Power for Residential Fiber Optic Voice Telephone Services During Power Outages:

For many years, your landline telephone would allow you to stay connected to emergency voice services during a power outage. However, if your residential voice telephone service is provided using fiber optics, fixed wireless, or by coaxial cable, rather than the traditional twisted pair copper-based line, the residential voice telephone service requires backup battery power to continue functioning during a power outage. To avoid a disruption of home voice service during a power outage -- and to maintain the ability to connect to 911 emergency services -- Youngsville Television Corp. d/b/a Blue Fiber (Blue Fiber) offers customers the option of purchasing a battery for backup power for 24 hours for your residential fiber optic voice telephone service at the time of the initial installation for \$4.00 monthly fee.

What Your Backup Battery Can and Cannot Do for You:

The backup battery for fiber optic voice service allows you to continue to use your voice services during a power outage. Without a backup battery or alternate backup power source such as a generator, customers with fiber, fixed wireless or coaxial cable delivered services will not be able to make calls, including emergency calls to 911. The only way to maintain the ability to use your voice service is by using some form of backup power. The backup battery is designed to only keep the voice service up for a certain duration; it will not power other ports or your Wi-Fi router.

Inability to Use Cordless Phones and Other Devices During A Power Outage:

If you have a cordless phone, it will not work during a power outage as your cordless phone requires power from an external power source like an electric outlet in your home. To use your cordless phone, you would need to power the cordless phone with a backup generator or UPS (Uninterruptible Power Supply). To use your Blue Fiber's Voice service during power outages, we suggest that you keep a corded phone on hand. Corded phones, unlike cordless phones, do not need a separate power source to operate.

Blue Fiber's backup battery only provides backup power to Blue Fiber's fiber optic voice services. Devices that rely on voice service, such as home security systems, medical monitoring devices, TTY devices, and other equipment may be disrupted if there is an electrical power outage unless those devices are powered by an alternate power source such as a generator or UPS (Uninterruptible Power Supply). These type of alternate power sources are available from third party retail vendors.

Expected Backup Battery Power Duration:

The backup battery that you may purchase when you initiate Blue Fiber's fiber optic voice service is expected to last up to 24 hours on standby power. The backup battery should give you approximately 6 to 10 hours of talk time.

Instructions for Proper Care and Use of Your Backup Battery:

Your backup battery is installed at or near the Blue Fiber Optic Network Terminal “ONT” inside your home. The battery for your fiber optic voice service is designed to be operated in temperatures above 40°F and below 120°F. Blue Fiber’s backup batteries are rechargeable and have an estimated useful life span of 4-8 years. You will not need to access the battery; however, if you experience any problems with your fiber optic voice service during a power outage of less than 24 hours, please promptly notify us. Blue Fiber will provide and install at no cost to you, a replacement backup battery. If you have any questions, please call 814-563-3336 or email info@youngsvilletv.com.

Youngsville Television Corporation Exhibit G



BLUE FIBER 911 DISCLAIMER

PLEASE READ THIS INFORMATION REGARDING 911 VERY CAREFULLY. BY ACTIVATING AND PAYING FOR THE SERVICE, YOU ACKNOWLEDGE AND AGREE TO THE LIMITATIONS OF YOUNGSSVILLE TELEVISION CORPORATION d/b/a BLUE FIBER (BLUE FIBER) 911 EMERGENCY DIALING SERVICE AND UNDERSTAND THE DISTINCTIONS BETWEEN SUCH SERVICE AND TRADITIONAL 911 OR E911 CALLS.

- **911 SERVICE DOES NOT WORK IF YOU FAIL TO REGISTER OR UPDATE THE 911 SERVICE WITH YOUR CURRENT LOCATION**
- **911 SERVICE WILL NOT WORK IF THERE IS AN ELECTRICAL OR INTERNET SERVICE OUTAGE DUE TO ANY CAUSE**
- **911 SERVICE WILL NOT WORK IF YOUR SERVICE HAS BEEN CANCELLED BY YOU OR TERMINATED BY BLUE FIBER**
- **YOU INDEMNIFY BLUE FIBER FOR ANY FAILURE IN THE 911 SERVICE**

Blue Fiber voice customers have access to basic 911 or Enhanced 911 (E911) service. Enhanced 911 (E911) service is available for all customers who register a valid E911 service address.

With E911 service, when you dial 911, your telephone number and registered address is simultaneously sent to the local emergency center assigned to your location, and emergency operators have access to the information they need to send help and call you back if necessary.

If you live in a location where the emergency center is not equipped to receive your telephone number and address, you have basic 911. With basic 911, the local emergency operator answering the call will not have your call back number or your exact location, so you must be prepared to give them this information. Until you give the operator your phone number and location, he/she may not be able to call you back or dispatch help if the call is not completed or is not forwarded, is dropped or disconnected, or if you are unable to speak.

As additional local emergency centers become capable of receiving our customers' telephone number and address information, customers will need to register a valid E911 service address to upgrade the service to E911. Blue Fiber will not inform you that new local emergency centers have been added. If your address is not covered by E911 service, Blue Fiber advises you to attempt to register your address periodically to determine if a new local emergency center has been added to your area.

Notify All Users You, the Customer, are responsible for informing any household residents, guests and other third persons who may be present at the physical location where you utilize the 911 service of the important differences in and limitations of 911 service as compared with traditional 911 land line or cell phone service.

Registration of Physical Location Required For each primary phone number that you use for the Voice Service, you must register with Blue Fiber the physical location where you will be using the Voice Service with that phone number. When you move the Voice Phone to another location, you must register your new location. If you do not register your new location, any 911 calls you make using the 911 service may be sent to an emergency center near your old address. You must register your initial location of use when you subscribe to the Voice Service.

Thereafter, you may register a new location by following the instructions from the "911" registration link in your Blue Fiber online account. For purposes of the 911 service, you may only register one location at a time for each primary phone line you use with the Voice Service.

Youngsville Television Corporation Exhibit H



Residential Service Delivery/Internal Wiring Policy

Youngsville Television Corporation doing business as Blue Fiber Corp. (Blue Fiber) provides subscribed services delivered to the demarcation point located on the outside for the client facility. Demarcation point delineates the handoff from Blue Fiber responsible facilities to the client owned and maintained facilities.

All services provided are verified and validated at the demarcation location. All internal wiring is the responsibility of the facility owner. Blue Fiber will provide repair services at their published time and material service rates upon request.

Definitions & Responsibilities:

- **Demarcation** – location of either service delivery box and/or installation of ground block for older installations which delineates internal wiring and external wiring.
- **Service** – signals (light or radio frequency) delivering either voice, video, or data products to the end user facility. Signals providing content or connection for products being purchased as defined by the service type, video, data (internet), and/or voice (phone services).
- **Signal** – light or radio frequency energy modulated to deliver service products to client equipment.
- **Client Equipment** – Client supplied television, routers, phones, and electronic devices configuration, operations, and maintenance are the responsibility of the client. Delivered services meet industry standards. Not all client equipment on the market is capable of receiving and processing the signals as being delivered. Blue Fiber is not responsible for client equipment not designed to meet these industry standards for content delivery.
- Blue Fiber shall provide subscribed services meeting or exceeding minimum signals/levels, as measured at the agreed upon demarcation location.
- Video Signal levels are sufficient to supply ample signal capable of being “split” to four rooms/areas within the facility and maintain a minimum signal level (-10db) necessary to support video (TV) services.
- Data Signal levels are sufficient to supply subscribed bandwidth to client supplied router/wireless access point and attached devices.
- Voice Services delivered as “POTS”, providing dial tone to client supplied equipment over twisted pair.

Service:

- Data Services – As measured at the demarcation location. Provided unfiltered, unrestricted usage for “internet” services as delivered.
 - Silver: 25MB up / 25MB down
 - Gold: 100MB up / 100MB down
 - Platinum: 500MB up / 500MB down
 - Max 500MB up / 1GB down

- Voice (VoIP) – “Phone” services delivered to the demarcation and handed off to the client supplied internal twisted pair voice grade wiring or installed by Blue Fiber personnel as time of provisioning. Provides dial tone to client supplied corded and cordless phones within facility.
 - Unlimited local and long-distance calling in the United States
 - Caller ID
 - Voice Mail
 - Call Forwarding
- Video – Television services delivered to the demarcation and interconnected to client coaxial cabling, or cabling installed by Blue Fiber personnel at time of provisioning. Delivery of Clear QAM digital channels in MPEG2 and/or MPEG4 standard and high definition formats.
- Lifeline Voice & Broadband – Voice services include disclosed Voice (VoIP) as listed above including all services described. Broadband service delivered to client supplied router/wireless access point.

Internal wiring:

Client is responsible for all internal wiring, splitters, and devices connected to the supplied signal from the service box inward. Including any Blue Fiber previously installed lines and materials as part of the initial installation and provisioning of services.

Service Rates:

Time and Material Rate – at published hourly rate billed in ½ hour increments with minimum billing of ½ hour per service call.

Travel & Mileage Rate – at published rates and billed from point of origin (BLUE FIBER/BFC facility) to client location and return. Billed in ¼ hour increments and per mile traveled.

Materials – cable, splitters, connectors, etc. - to be billed on an as needed basis.

Additional cabling, room connections, etc. are billed at the published hourly time and material rate as described above and available at www.youngsvilletv.com.

**Exhibit I
Youngsville Television Corporation**

Incumbent Local Exchange Carrier (ILEC) for Awarded Rural Digital Opportunity Fund Census Blocks

County	Census Block	Incumbent
Crawford	420391101001004	Verizon North
Crawford	420391101001005	Verizon North
Crawford	420391101001007	Verizon North
Crawford	420391101001010	Verizon North
Crawford	420391101001021	Verizon North
Crawford	420391101001026	Verizon North
Crawford	420391101001028	Verizon North
Crawford	420391101001030	Verizon North
Crawford	420391101001032	Verizon North
Crawford	420391101001033	Verizon North
Crawford	420391101001034	Verizon North
Crawford	420391101001035	Verizon North
Crawford	420391101001036	Verizon North
Crawford	420391101001037	Verizon North
Crawford	420391101001038	Verizon North
Crawford	420391101002003	Verizon North
Crawford	420391101002009	Verizon North
Crawford	420391101002010	Verizon North
Crawford	420391101002011	Verizon North
Crawford	420391101002015	Verizon North
Crawford	420391101002019	Verizon North
Crawford	420391101002020	Verizon North
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Crawford	420391101002022	Verizon North
Crawford	420391101002025	Verizon North
Crawford	420391101002026	Verizon North
Crawford	420391101002028	Verizon North
Crawford	420391101002031	Verizon North
Crawford	420391101002032	Verizon North
Crawford	420391101002033	Verizon North
Crawford	420391101002042	Verizon North
Crawford	420391101002043	Verizon North
Crawford	420391101002044	Verizon North
Crawford	420391101002045	Verizon North
Crawford	420391101002046	Verizon North
Crawford	420391101002047	Verizon North

Crawford	420391101002048	Verizon North
Crawford	420391101002050	Verizon North
Crawford	420391101002052	Verizon North
Crawford	420391101002057	Verizon North
Crawford	420391101002058	Verizon North
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Crawford	420391101002066	Verizon North
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Crawford	420391101003001	Verizon North
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Crawford	420391101003004	Verizon North
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Crawford	420391101004034	Verizon North
Crawford	420391101004035	Verizon North
Crawford	420391101004052	Verizon North
Crawford	420391101004061	Verizon North
Warren	421239701001040	Verizon Pa
Warren	421239701001046	Verizon Pa
Warren	421239701001119	Verizon Pa
Warren	421239701001163	Verizon Pa
Warren	421239701001182	Verizon Pa
Warren	421239701001189	Verizon Pa
Warren	421239701001192	Verizon Pa

Warren	421239701001204	Verizon Pa
Warren	421239701001206	Verizon Pa
Warren	421239701001207	Verizon Pa
Warren	421239701002009	Verizon Pa
Warren	421239701002077	Verizon Pa
Warren	421239701002078	Verizon Pa
Warren	421239701002083	Verizon Pa
Warren	421239701002085	Verizon Pa
Warren	421239701002086	Verizon Pa
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Warren	421239702002011	Verizon Pa
Warren	421239702002015	Verizon Pa
Warren	421239702002021	Verizon Pa
Warren	421239702002041	Verizon Pa
Warren	421239702002042	Verizon Pa
Warren	421239702002043	Verizon Pa
Warren	421239702002055	Verizon Pa
Warren	421239702003057	Verizon Pa
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Warren	421239703001009	Verizon Pa
Warren	421239703001013	Verizon Pa
Warren	421239703001016	Verizon Pa
Warren	421239703001017	Verizon Pa
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