



Master Service Agreement Terms and Conditions for Services

- 1) **Introduction:** This Master Service Agreement ("MSA") is entered into and binding between ATG Corp., ("ATG") and _____ ("Customer"). This MSA describes the services provided to Customer, defines the terms and conditions under which such services are provided, and specifies each party's responsibilities within this MSA.

Definitions For purposes of this MSA the following terms shall have the definitions assigned herein.

- **"Customer"** shall mean the individual or individuals ordering the Service at the physical address listed on the Sales Order.
- **"Customer Care"** shall mean technical and billing support services provided to Customer for the Service and/or the Equipment.
- **"Equipment"** shall mean the electronic equipment required to receive the Service and may include Gateways, Routers, Switches, and/or other electronic devices and the associated cabling and activation and controlling devices.
- **"Sales Order"** shall mean the document provided by ATG entitled Sales Order that defines which telecommunications services and Equipment will be provided to the Customer.
- **"Service"** shall mean the services provided to Customer that may include, but not be limited to, digital phone, Internet access, home security, media and video conferencing solutions, network monitoring, virtual fax, and other telecommunications services, either individually or in bundled package(s).

- 2) **Customer Obligations:** ATG will provide the Service to Customer pursuant to a Sales Order issued to and signed by Customer. In the event Customer is in breach of such Sales Order or this MSA, ATG may suspend and/or terminate the Service to Customer.

Customer shall, at its own expense, provide all necessary preparations required to connect to the Services and comply with ATG's installation and maintenance specifications for delivery of the Services. Customer shall be responsible for the costs of any relocation or removal of original services resulting from Customer's actions in addition to the costs for the original service until such time as the Service is active. ATG strongly recommends that Customer order and maintain a static IP with original Sales Order. If Customer elects to not order a static IP, Customer may experience, from time to time, an interruption in service.

The Service may be changed from time to time during the term of this Agreement to reflect additional capabilities and features available from ATG.

Customer's signature on the Sales Order requesting Service and any Equipment associated therewith is acknowledgement of receipt and acceptance of the terms and conditions of this MSA. Any other change orders submitted electronically or by phone altering the terms and conditions of individual components of the Service provided will be subject to the provisions set forth in this MSA.

- 3) **Term:** This agreement shall commence on the effective date of the Sales Order and shall remain in effect throughout the service term specified on the Sales Order or other document engaging ATG's Services. Services will auto-renew if Customer does **NOT** provide 30-days notice of termination of dated anniversary pursuant to the date on the signed Sales Order or if replaced by a new Sales Order.
- 4) **Description of Service:** Customer agrees to purchase the ATG Communication Services, ATG VoIP Services, ATG Data Services, and any other services offered by ATG to Customer described in the attached Sales Order Form or any subsequent Sales Order Form (the "Services").
- 5) **Payment for Service and Equipment** Customer shall pay the fees and charges set forth in the applicable Sales Order form or an Addendum to Sales Order form, which shall include the costs of third party services or products, including increases thereto (collectively, the "Fees"). Fees shall be invoiced together with any applicable sales, use or other taxes at the beginning of each month during which the Services are to be provided or at the end of the month if the Services are usage based. Payment for Non-Recurring Charges associated with phone equipment, licenses and set up are required in full prior to the scheduled date of Service installation. Payment for Monthly Recurring Charges are due net twenty (20) days from the date of ATG's invoice and are subject to late charges thereafter, calculated at 2% interest per month and \$50 per month delinquency penalty for each outstanding billing period. ATG has the right to suspend Services past due more than 5 days. In addition to any applied late fees, penalties and past due balances, a \$20 reconnect fee per Customer telephone number will be required in order to reconnect Service. ATG may also terminate this Agreement for late or nonpayment of Fees and Customer shall be liable for any attorneys or collection agency fees incurred by ATG in connection therewith. If Customer is delinquent in its payments more than two times, ATG will, upon electronic mail notification, modify the payment terms to require full payment of any Services or require other assurances to secure Customer's payment obligations hereunder, in addition all future Service will require an automatic payment schedule set up in the form of Credit Card or Automated Clearing House payment.

The Monthly Recurring Charge for US domestic and Canadian long distance calling plans is predicated upon Customer's average combined usage for all subscribers under each plan in a calendar month not exceeding the Maximum Average Use. The Maximum Average Use is 1000 minutes per Customer Subscriber. In the event that

Customer's average combined total domestic and Canadian long distance call usage in any month exceeds the Maximum Average Usage, the Customer agrees to pay an additional charge of \$0.025 for every minute (or portion thereof) by which Customer's actual average combined usage exceeds the Maximum Average Usage per Subscriber for that month. Customer agrees to pay international long distance rates on a per minute and per country basis for calls terminating outside of the US domestic and Canadian calling area. Customer agrees to pay all associated toll free charges for inbound calling.

Customer acknowledges that the all ATG provided hardware, including but not limited to phones, service termination devices, routers and switches are the sole property of ATG and are provided as a part of the services provided to the Customer. Customer is responsible for the reasonable use of the ATG provided hardware. Customer acknowledges that any and all ATG provided hardware will be returned to ATG in reasonable working condition within 5 business days at the termination of this Agreement. Customer is responsible for shipping and any associated costs of the return of the hardware.

Customer is responsible for any taxes, duties, fees or surcharges that are imposed or authorized by regulatory and governmental entities, including but not limited to sales, use, gross receipts taxes, surcharges, franchise fees, occupational, excise, universal service (state and federal) taxes and surcharges and shall pay to ATG or reimburse ATG for amounts paid by ATG relating to Services provided to Customer. Customer agrees to pay all directory assistance charges.

Billing for ATG provided Services including all associated fees and charges commences upon the activation of the specified products and services. Invoices shall be provided to customer via electronic mail. If a Customer request that ATG send a print copy of an invoice, Customer shall be responsible for payment of an additional fee for such documentation of \$.99 per user, not to exceed \$5.00 per invoice billing period.

- 6) **Taxes.** Customer will pay all taxes or other governmental fees and charges, if any, which are assessed and shall be added to fees for Service.
- 7) **Administrative Fees.** ATG may charge fees that arise in specific circumstances only to those Customers responsible for them. This list is not exclusive, and ATG reserves the right to modify these fees or charge additional fees. Customer will pay the following fees when they are applicable:
 - **Account Activation Fee:** ATG may charge a fee of up to \$100.00 prior to or upon activation of any component of the Service.
 - **Late Fee:** If ATG does not receive payment by the due date, ATG will charge an administrative late fee of \$5.00 per month or partial month until the delinquent amount is paid in full. This late fee is not an interest charge, finance charge, time price differential or other such charge or payment of a similar nature. Customer acknowledges that this fee is reasonably related to the actual expense ATG incurs due to late payment.
 - **Change of Service Fee:** If the Service is changed to a lower-priced package, ATG may charge a fee of \$10.00.
 - **Phone Payment Fee:** If Customer elects to pay any outstanding balance over the telephone with ATG Customer Care agent, ATG will charge \$10.00.
 - **Deactivation Fee:** If Customer cancels Service or ATG deactivates Service because of failure to pay or for some other breach on Customer's part, ATG may charge a fee of \$15.00.
 - **Returned Payment Fee:** If any bank or other financial institution refuses to honor any payment submitted to Customer's account, ATG may charge Customer a fee of \$20.00. Customer acknowledges that this fee is not an interest charge, finance charge, time price differential or other such charge or payment of a similar nature and it is reasonably related to the actual expense incurred due to unsatisfied payment.
 - **International Calling Fee.** Internationally calling is available to Customers. However, Customer is advised that not all calls may not be able to be terminated to all international extensions. If Customer requires international calls, ATG will assess a \$100 security fee to Customer. Customer is responsible for International Long Distance fees, as noted in Section 5, above.
- 8) **Billing Statements.** ATG will email a statement, typically 5 business days prior to the end of the month, on Customer's account. Statements will show: (1) payments, credits, purchases, and any other charges to the account, (2) the amount owed ATG, (3) the payment due date, and additional information as required by IDAPA 31.41.01 Rule 201. Customer agrees to allow ATG to make automatic credit or debit card payments on Customer's account on or about the due date.

Questions About Billing Statements. If Customer has reason to believe the statement is incorrect or if Customer needs more information about the statement, Customer should contact ATG immediately. ATG will try to resolve any complaints or questions as promptly as possible. Undisputed portions of the statement must be paid by the due date to avoid applicable fees and possible reduction or deactivation of Service.

Collection Costs. To the extent permitted by law, Customer will pay ATG any costs and fees reasonably incurred to collect amounts owed.

- 9) **Customer Care.** ATG will provide Customer Care to Customers to address questions or issues about the Service as defined in this section. While ATG offers high telecommunications availability, no guarantee can be given for the uninterrupted, fault free functioning of the customer's Service. ATG reserves the right at any time to perform maintenance work on its network which may necessitate operational interruptions. Commercially reasonable efforts will be made to notify all Customers of any interruption in Service prior to such interruption.

10) Customer Care Availability.

- **On-Line Customer Care:** ATG's on-line Customer Care is available 24 hours a day, 7 days a week. Customers can access Customer Care services via the Internet at ATG's Customer Care web site located at <http://atg-ware.com>
- **Email Customer Care:** Customer Care is available via email by sending a note to support@atg-ware.com
- **Telephone Customer Care:** Telephone Customer Care is available during standard business hours of 8:00 am to 5:00 pm in the Mountain Time Zone Monday through Friday excluding Federal holidays ("ATG Business Hours") by calling 877-747-4284.

11) Customer Care Tools:

- **FAQ's** (Frequently Asked Questions): This feature provides information to Customers through answers to frequently asked questions.
- **Knowledge Base:** This feature provides Customers with in-depth technical information about the specific aspects of the Service and Equipment.
- **Incident Report:** This feature allows Customers to open a Customer Care incident ticket for any issues they may encounter with the Service or Equipment.

12) Items Supported: ATG will provide Customer Care on all Equipment and hardware sold or installed by ATG required to provide the Service. ATG's support of Equipment or hardware is limited to the manufacturer's warranty on any item. Support of any Equipment outside manufacturer's warranty may include charges to Customer including, but not be limited to, delivery fees, installation fees, service call fees, and/or support fees.

13) Customer Care Process: When a Customer contacts ATG with a Customer Care issue, either by generating an on-line incident ticket, sending an email, or making a telephone call to ATG's Customer Care team, ATG will perform the following tasks in an effort to resolve the issue:

- **Troubleshooting:** After it is verified that you are a valid Customer, ATG will create an incident ticket and troubleshoot the problem remotely in an effort to identify a root cause and resolve the issue.
- **Level 1:** ATG's Level 1 efforts include searching the knowledge base and utilizing the knowledge and experience of ATG's Level 1 Customer Care agents to resolve the issue. Level 1 may also include asking the Customer to perform minor tasks related to identification of the cause and resolution such as reviewing documentation, checking cable connections, and/or cycling power supplies.
- **Level 2:** ATG's Level 2 efforts include a review of the incident report by one of ATG's Level 2 Customer Care agents. Level 2 may also include additional communication with the Customer and testing of ATG's in-house Equipment to identify a problem.
- **Level 3:** ATG's Level 3 efforts include review of the incident by a ATG Level 3 Customer Care Engineer. Level 3 efforts may include communication with Equipment manufacturer(s), a service call to the Customer's premise, and/or repair or replacement of Equipment or hardware.

Customer Care Response Levels: ATG will perform Customer Care according to the matrix listed below:

Process Level	Response Level	Resolution
Level 1/ Troubleshooting	This function will be performed within 4 ATG Business Hours of notification by Customer.	Incident resolved or escalated to Level 2 within 4 ATG Business Hours of notification
Level 2	This function will be performed within 4 ATG Business Hours of escalation from Level 1.	Incident resolved or escalated to Level 3 within 4 ATG Business Hours of escalation from Level 1.
Level 3	This function will be performed within 4 ATG Business Hours of escalation from Level 2.	Commercially reasonable efforts will be made to resolve the incident within 18 ATG Business Hours.

14) Contacting Customer Care: To request Customer Care provided under this MSA, Customers should send electronic mail -or call the Customer Care help-line. Incident tickets may be submitted by the Customer via the web at <http://atg-ware.com> or by emailing support@atg-ware.com or by calling 877-747-4284 and following the phone prompts to be routed to Customer Care. Customers may check the status of an incident ticket via the web at <http://atg-ware.com>.

15) Customer Care Fees: Customer Care will be chargeable to the Customer at then-current rates in the following situations:

- **Service Calls:** A service call charge will apply in each situation where on-site Customer Care is required to; 1) repair or replace Equipment that is out of warranty or is within warranty but is damaged or destroyed as a result of Customer action or inaction or 2) install new or replace old Equipment.
- **Installation:** An installation fee will apply in each situation where technical assistance is provided, whether on-site or remotely, to install equipment or hardware not included in the Equipment.
- **Extensive Care:** An extensive care charge may apply in situations where Customer extensively utilizes Customer Care in excess of typical service. Customer will be notified in advance of such charges and given the opportunity to decline Customer Care.
- **Manager Escalation Procedure:** Should an incident require the attention of a ATG manager, any Customer Care agent will, upon request, connect Customer to an ATG manager.
- **Warranty Services.** Customer agrees that the Service does not include any warranty services or other services that ATG might provide separately, including, without limitation, any fee-based or other warranty programs.

- 16) **911 Emergency Services:** Emergency 911 Services. Pursuant to the Federal Communications Commission's VoIP E911 Order (WC Docket Nos. 04-36 and 05-196, FCC 05-116, released June 3, 2005), 48-49, and Section 9.5(e) of the FCC's rules, all interconnected VoIP providers are required to *"advise every subscriber, both new and existing, prominently and in plain language, the circumstances under which E911 Service may not be available through the interconnected VoIP service or may be in some way limited by comparison to traditional E911 service."*

BECAUSE ATG IS PROVIDING ATG VOIP SERVICES TO YOU, THE CUSTOMER, ATG IS OBLIGATED TO MAKE CERTAIN DISCLOSURES TO YOU, THE CUSTOMER, REGARDING THE 911 SERVICES, AND TO OBTAIN AND RETAIN YOUR ACKNOWLEDGMENT OF HAVING RECEIVED AND UNDERSTOOD THESE DISCLOSURES. ATG REQUESTS THAT EACH CUSTOMER SIGN AND RETURN TO ATG THE ACKNOWLEDGEMENT AT THE END OF THIS LETTER TO ACKNOWLEDGE THAT YOU UNDERSTAND THE LIMITS OF THE 911 CAPABILITIES OF ATG CORP., ATG VOIP SERVICES, AND TO ACKNOWLEDGE THAT YOU WILL INFORM YOUR END-USERS OF THESE LIMITATIONS.

- 17) **Digital Subscriber Line (DSL) and Cable Internet Customer Acknowledgement:** Customer acknowledges that Digital Subscriber Line ("DSL") broadband and Cable Internet service is considered to be a best effort service with no warranties (including warranties regarding continuous service uptime or voice quality) except those, if any, expressly stated herein.

Should it be determined that the Customer's DSL and/or Cable broadband service fails to support the Customer's service requirements by (i) inadequately meeting service delivery latency and service performance requirements causing call quality and service interruption, (ii) not providing sufficient capacity to support the target maximum number of concurrent calls (Target MNCC) originally projected when there is no other traffic on the circuit, and Customer notifies ATG of three (3) such failures in any calendar month within two (2) calendar days of each failure, and Customer and ATG are unable to resolve such failures, ATG will propose a broadband service connection circuit and/or speed upgrade more suited to the customer's needs. Upon proposal of this upgrade by ATG, Customer must accept or decline such upgrade within fifteen (15) calendar days. Should customer elect to accept this upgrade, ATG shall upgrade the circuit and Customer's billing shall be adjusted to reflect the change in service. Customer is responsible for all service charges incurred during the installation timeframe of the upgraded broadband connection. Should customer decline this upgrade, Customer acknowledges, understands and fully accepts that their existing broadband connection may cause call quality issues and not hold ATG responsible for such issues. In the event that Customer should elect to decline the upgrade or recommended remedies by ATG, ATG reserves the right to terminate the Customer agreement with thirty (30) calendar day notification. No service refunds of either monthly or non recurring charges will be provided by ATG to the Customer, and all termination, cancellation and minimum term commitment fees normally associated with early service termination will apply per the Master Services Agreement between the Customer and ATG.

- 18) **Reasonable Use Policy.** ATG offers several calling plans and features which give Customers the freedom to make calls without the minute limits associated with most calling plans. However, because unlimited calling plans and features may be subject to abuse, fraud or unreasonable exploitation, ATG has prepared this Reasonable Use Policy ("Policy") as a guide for Customers. The Policy provides guidance regarding impermissible and unreasonable uses of ATG Services and features, and a summary of ATG's rights in the event that impermissible or unreasonable usage is identified.
- **Normal Use.** ATG's unlimited small business plans and features are intended solely for normal commercial use by small businesses and home offices. ATG's residential unlimited Service plans and features are solely for normal residential or personal use. These Services are limited to the personal use of the account holder and immediate family (including domestic partners) who reside with the account holder. ATG voice Services are designed only for continuous live dialog between two individuals. Unusual calling patterns, excessive called numbers and/or consistent excessive usage will each be considered an indicator that usage is exceeding normal standards. ATG's Service may not be used for auto-dialing, continuous, or extensive call forwarding, excessive conferencing, inbound/outbound centralized or distributed call center activity, telemarketing (including charitable or political solicitation or polling), fax or voicemail blasting, or for continuous or extensive chat line access, or as an open telephone line as a monitor, intercom or transcription service.
 - **Lawful and Appropriate Purposes.** ATG's Service and related devices may not be used in any way that is illegal, fraudulent, improper or inappropriate. It is prohibited to use any automated means to manipulate the Service, use the Service to violate any law, rule, or regulation, violate any third party's intellectual property or personal rights or exceed permitted access to the Service.
 - **ATG's Rights.** ATG reserves the right to review a Customer's account if account usage is beyond normal standards, impermissible or detrimental to our operations or other Customers' ability to optimally use the Service. If ATG determines unreasonable usage is occurring, immediate mandatory transfer to an appropriate plan, suspension or termination of the Service will occur. ATG may assess abnormal usage based on comparisons to the usage patterns and levels of other Customers. A reasonable effort will be made to provide notifications by email and/or telephone to remind Customers of this Policy, Terms of Service and of any potential unreasonable use in order to allow the improper usage to be corrected. Failure to promptly contact ATG in response to any notifications regarding account usage and/or failure to promptly correct usage activity to conform to normal use will also result in ATG's right to exercise any of the actions outlined above. If ATG believes that the Service has been used for an unlawful purpose, ATG may forward the relevant communication and other information, including the account holder's identity, to the appropriate authorities for investigation and prosecution.
 - **Changes.** ATG reserves the right to change this Policy at any time. Changes shall become effective when a revised Policy is posted to ATG's website.

- 19) **Conditions and Restrictions:** Other than those rights expressly granted herein, ATG grants to Customer no other rights to the Services, express or implied, and ATG reserves all rights in the Services not expressly granted herein. Customer agrees that it shall not, nor shall it permit others to: (a) alter, adjust, repair or circumvent any aspect of the Services; (b) use or allow the use by Customer personnel or third party agents or representatives of, the Services or performance data for the development or modification of new or existing Customer or third party product lines, analysis reports or for public release. Additionally, Customer shall not use, nor shall it permit others to use the Services: (a) for any unlawful, invasive, infringing, defamatory, fraudulent or obscene purpose; (b) to send unsolicited, bulk email of any kind, regardless of the content or nature of such messages, post the same or similar message to one or more newsgroups or host or accept bulk replies resulting from such unsolicited email; (c) to forge IP address information or mail headers; (d) to send any virus, worm, trojan horse or harmful code or attachment; (e) to alter, steal, corrupt, disable, destroy, trespass or violate any security or encryption of any computer file, database or network; (f) so as to interfere with the use of the ATG or connectivity partner network by other customers or authorized users; or (g) in violation of the acceptable use policies of ATG's service providers, including its backbone providers. If Customer, or a third party through Customer, violates any of the foregoing prohibitions, ATG may immediately suspend the Services and/or terminate this Agreement without further liability or obligation to ATG.
- 20) **Service Interruptions:** Service may be interrupted from time to time for a variety of reasons. ATG is not responsible for any interruptions of Service that occur due to acts of God, power failure, Viruses, non payment to 3rd parties, equipment failure, downstream/upstream Internet and/or IP providers or any other cause beyond ATG's reasonable control. If Customer elects to not order a static IP, the Customer may experience, from time to time, an interruption in service.
- 21) **Disclaimers.** EXCEPT AS EXPRESSLY PROVIDED HEREIN, ATG MAKES NO WARRANTY OR REPRESENTATION, EITHER EXPRESS OR IMPLIED, REGARDING ANY SERVICE OR EQUIPMENT. ALL SUCH WARRANTIES OR REPRESENTATIONS, INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, TITLE AND NON-INFRINGEMENT ARE DISCLAIMED.
- 22) **Limitations of Liability.** ATG IS NOT RESPONSIBLE FOR ANY CONSEQUENTIAL DAMAGES OR LOSSES RELATING TO THE EQUIPMENT OR SERVICE, WHETHER BASED ON NEGLIGENCE OR OTHERWISE. REGARDLESS OF THE CAUSE, ATG's TOTAL LIABILITY FOR DAMAGES OR LOSSES TO CUSTOMER AND ANY OTHER PERSONS RECEIVING THE SERVICE, WILL IN NO EVENT EXCEED THE AMOUNT THAT CUSTOMER HAS PAID TO ATG FOR THE SERVICE THAT CUSTOMER RECEIVED DURING THE SIX (6) MONTH PERIOD IMMEDIATELY PRIOR TO THE SPECIFIC EVENT THAT GAVE RISE TO THE APPLICABLE DAMAGE OR LOSS. THIS LIMITATION DOES NOT CONSTITUTE A DETERMINATION BY THE IDAHO PUBLIC UTILITIES COMMISSION THAT A LIMITATION IMPOSED BY THE COMPANY SHOULD BE UPHOLD IN A COURT OF LAW. ACCEPTANCE FOR FILING BY THE COMMISSION RECOGNIZES THAT IT IS A COURT'S RESPONSIBILITY TO ADJUDICATE NEGLIGENCE AND CONSEQUENTIAL DAMAGE CLAIMS. IT IS ALSO THE COURT'S RESPONSIBILITY TO DETERMINE THE VALIDITY OF THE EXCULPATORY CLAUSE.
- 23) **Changes to Service by Customer:** If Customer terminates service prior to the end of the contract or service term, as specified in the Sales Order, for any reason other than breach of this MSA by ATG or Force Majeure, and concurrently submits a new Sales Order for Services of the same or greater value over the same or greater term, early termination of such Service will not be considered a breach of this MSA. However, Customer will pay any unpaid amounts for the terminated Service through the date of termination and any additional charges associated with disconnecting the terminated Service.
- 24) **Applicable Law and Jurisdiction:** This contract is subject to Idaho law. The place of jurisdiction shall be Ada County.
- 25) **Breach and Termination:** Either party may terminate this MSA upon breach by the other party without incurring terminating liability, provided that, prior written notice is given to the breaching party which specifies the circumstances which may lead to termination and allows thirty (30) days to remedy such circumstances, or a longer time period if mutually agreed upon (Cure Period), and the breaching party fails to cure the circumstances within the Cure Period. If a Service is terminated either by Customer for reasons other than breach by ATG and without a replacement Sales Order pursuant to Section 11, or by ATG for breach by Customer, then Customer will pay ATG 1) 100% of any unpaid amounts for the terminated Service through the date of the service term as specified on the Sales Order; 2) any Equipment costs, and; 3) any additional charges associated with disconnecting the Service.
- 26) **Amendments or Changes to this MSA:** ATG reserves the right to amend its services, prices and the Terms and Conditions of this MSA at any time. Changes or revisions to this MSA will be deemed effective upon posting the applicable revisions at/on <http://www.atg-ware.com>.
- 27) **Transfer of Rights:** Customers are not permitted to transfer the right and obligations arising from this MSA to third parties without ATG's written consent. ATG is entitled to transfer the rights and obligations arising from this contract to a third party.
- 28) **Indemnification:** You agree to indemnify, defend and hold harmless ATG, its officers, directors, volunteers, employees, agents, advertisers, information providers and suppliers from and against all losses, expenses, damages and costs, including reasonable attorney's fees, resulting from any violation of this MSA or any activity related to receipt of Service.

- 29) **Severability** The provisions of this agreement are severable, and in the event any provision hereof is determined to be invalid or unenforceable, such invalidity or unenforceability shall not in any way affect the validity or enforceability of the remaining provisions hereof.
- 30) **Force Majeure:** ATG cannot be held liable if the Service or any other services provided by ATG are temporarily interrupted, partially restricted or disabled due to force majeure. Force Majeure is defined as natural events of special intensity (avalanche, flood etc.), war, and armed conflict, terrorism, strike, unforeseeable restrictions by authorities, power failure, virus attack and etc.

IN WITNESS WHEREOF, the parties have executed this Master Service Agreement.

ATG

CUSTOMER _____

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____