**This is Schedule Number** {{**ScheduleId**}}to the Frontier Services Agreement dated {{Effective\_Date}} **(“FSA”)** by and between {{**Subscriber\_Name**}} (“Customer”) and **Frontier Communications of America, Inc.** on behalf of itself and its affiliates (“Frontier”). Customer orders and Frontier agrees to provide the Services and Equipment identified in the Schedule below.

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Primary Service Location:** | **{{** **ServiceStreet}} {{ServiceCity}} {{ServiceState}} {{ServicePostalCode}}** | | | **Schedule Date:** | | **{{Effective\_Date}}** | | |
| **Schedule Type/Purpose:** | **{{ScheduleType}}** | | | **Service Term:** | | **{{ContractTerm}}** | | |
|  | | | | |  | | |  |
| **Product Name** | | | **Qty** | **NRC** | | | | **MRC** | | |
| {{#Product}}{{ProductName}} | | | {{Quantity}} | {{OneTimeCharge}} | | | | {{RecurringCharge}}  {{/Product}} | | |
|  | | |  | {{OneTimeTotal}} | | | | {{RecurringTotal}} | | |

1. **Service Description.** Frontier’s Social Media Marketing solutions, provided in partnership with Vivial Media LLC (“Vivial”), utilizes a cloud-based local marketing software platform which allows Customers to publish posts, events and deals to their existing website, email lists, Facebook, Twitter, coupon sites and local newswires such as NearSay®. The Frontier Platform monitors and provides online reports on how a local business ranks on Google, how consumers engage with content and the growth of your Customer base on email and social media. Unless otherwise indicated, each item purchased is for one location only; additional locations may be added by purchasing additional quantities of the applicable Service.

**Social Inbox**. The Social Inbox helps a business manage their social networks like Facebook, Twitter, Google+ and LinkedIn. We make it simple to view, prioritize, update and quickly respond to ratings, reviews and other social posts. The Social Inbox is available on desktop and on mobile devices.

**Select**. The Select package optimizes business profile information on leading directories such as Yelp, Yahoo, Bing, FourSquare and 50+ other directories directly and builds additional directory citations over time. With Select, Customers will also get help claiming and optimizing their Google My Business Profile. Select provides reports on Google Organic and Maps rankings, directories managed and ratings and reviews on over 50 directories. The Select Package includes our Social Inbox which helps a business manage their social networks like Facebook, Twitter and LinkedIn on-the-go. The Social Inbox makes it simple to view, prioritize, update and quickly respond to ratings, reviews and other social posts.

**Choice**. Choice includes the Vivial Platform with the addition of one custom post per month of at least 125 words written by Vivial. Delivery of posts is dependent on Customer collaboration on post topics and approval of the post for publishing. Vivial is not responsible if delivery cannot be completed because of the need for repeated communication attempts with the Customer, lags in Customer approval or approvals unreasonably withheld. If applicable, a Customer’s purchase of Choice will terminate any existing term of Select as of the commencement of the Choice product term. Choice cannot be sold in conjunction with Select or Prime.

**Prime**. Prime includes the Vivial Platform, one custom post per month of at least 125 words written by Vivial, with the addition of directory optimization. Prime syndicates business profile information directly on leading directories such as Yelp, Yahoo, Bing, FourSquare and up to 40 other directories and builds additional directory citations over time. With Prime, Customers will also get help claiming and optimizing their Google Place / Google My Business page. Prime provides reports on Google Maps rankings, directories managed and ratings and reviews on over 40 directories. If applicable, a Customer’s purchase of Prime will terminate any existing term of Choice as of the commencement of the Prime product term. Prime cannot be sold in conjunction with Choice.

**Additional Location Prime**. This is an add-on to the Prime product available for multi-location businesses. Each Additional Location Prime product covers one additional business location. The Additional Location Prime product will provide a Vivial Platform, directory optimization, Google My Business optimization and Google ranking reporting. The only difference between Prime and Additional Location Prime is that the Additional Location Prime product doesn’t receive one custom written article per month.

**Additional Content**. This service is available as an add-on provided to Choice and Prime Customers to help write one additional post per month of at least 125 words. Delivery of posts is dependent on Customer collaboration on post topics and approval of the post for publishing. Vivial is not responsible if delivery cannot be completed because of the need for repeated communication attempts with the Customer, lags in Customer approval or approvals unreasonably withheld. Additional posts per month are available by purchasing additional quantities of this product. Content Marketer is only available with the purchase of Choice or Prime. If applicable, the term of Customer’s Choice or Prime product will be extended to run concurrent with the term of the Content Marketer product. Content Marketer may be purchased in multiples of 1 post per month.

2. **Service Term**. Notwithstanding anything otherwise outlined in the FSA, if neither party provides the other with written notice of its intent to terminate a Service at least sixty (60) days prior to expiration, the Service Term will automatically renew month to month and unless otherwise agreed all rates will default to then current rates.

3. This Service Schedule incorporates by reference the complete Vivial terms and conditions at[**https://vivial.net/legal/**](https://vivial.net/legal/)as an integral part of the Schedule. In the event of any conflict solely regarding this Service, between this Schedule and Vivial terms and conditions, precedence shall follow in that order. In the event this Schedule addresses an exception to Vivial terms and conditions the modification shall apply exclusively to the applicable Service Schedule.

4. **Internet Acceptable Use Policy and Security.** Customer shall comply, and shall cause all Service users to comply, with Frontier’s Acceptable Use Policy (**“AUP”**), which Frontier may modify at any time. The current AUP is available for review at the following address, subject to change: <http://www.frontier.com/policies/commercial_aup/>. Customer is responsible for maintaining awareness of the current AUP and adhering to the AUP as it may be amended from time to time. Failure to comply with the AUP is grounds for immediate suspension or termination of Frontier Internet Service, notwithstanding any notice requirement provisions of the FSA. Customer is responsible for the security of its own networks, equipment, hardware, software and software applications. Abuse that occurs as a result of Customer’s systems or account being compromised or as a result of activities of third parties permitted by Customer may result in suspension of Customer’s accounts or Internet access by Frontier. Customer will defend and indemnify Frontier and its affiliates with respect to claims arising from Customer’s or third parties’ usage of Frontier Internet access through Customer’s hardware or software.

5. **Support Services.** Following submission of a completed Order, Frontier will assign each Customer a Vivial Account Coordinator. The Account Coordinator will be introduced to the Customer and will serve as the Customer’s primary point of contact for onboarding, service manageme*n*t and other post-sale relationships and interactions, including working with the Customer to provision the Vivial Services. Typical onboarding interactions vary by Vivial Service but may include: establishing Customer social media and/or website assets, connecting these assets to the Vivial platform, discussing marketing strategy, follow-up call and webinar, including to review the Vivial dashboard and discuss how to make the most of the Vivial Services. Account Coordinator services are currently available to Customer via voice, email and chat. Account Coordinator and other support services are generally available to Customers during Vivial’s current standard operating hours of 8 am – 8 pm EST.

This Schedule is not effective and pricing, dates and terms are subject to change until signed by both parties, and may not be effective until approved by the FCC and/or applicable State Commission. This Schedule and any of the provisions hereof may not be modified in any manner except by mutual written agreement. The above rates do not include any taxes, fees or surcharges applicable to the Service. This Schedule, and all terms and conditions of the FSA, is the entire agreement between the parties with respect to the Services described herein, and supersedes any and all prior or contemporaneous agreements, representations, statements, negotiations, and undertakings written or oral with respect to the subject matter hereof.

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| **Frontier Communications of America, Inc.** | |  | {{**Subscriber\_Name**}} | |
| Signature: | **{{Signer1Signature}}** | Signature: | **{{Signer2Signature}}** |
| Printed Name: | {{Signer1FullName}} | Printed Name: | {{Signer2FullName}} |
| Title: | {{Signer1Title}} | Title: | {{Signer2Title}} |
| Date: | {{Signer1Date}} | Date: | {{Signer2Date}} |