

PRIMEVOX EQUIPMENT LEASE AGREEMENT

PrimeVOX Communications, L.L.C. ("PrimeVOX") provides the option to lease its Customer either a new or used IP phone, Edge router, Netgear router, or other equipment for using the PrimeVOX services. All used equipment is provided on AS-IS basis. If any equipment is defective, the device, including the original power supply, must be returned to PrimeVOX using the USPS with the cost being credited to the customer within 30 days of receiving the replacement device. PrimeVOX is responsible for replacing defective equipment with no charge to Customer. In the event of Service termination by either Customer or PrimeVOX, Customer must return to PrimeVOX all leased equipment (routers, phones, etc), including the original power supplies, in undamaged, usable condition at Customer's expense within thirty (30) days of termination. In the event Customer does not return the leased hardware to PrimeVOX in working condition within such thirty (30) day period, Customer must pay the price of the equipment plus applicable taxes per unreturned device to purchase the equipment from PrimeVOX. In the event Customer does not return all original power supplies to PrimeVOX, Customer must pay a ten dollar (\$10.00) Replacement Fee per unreturned power supply at the time the hardware is checked-in. Returned equipment check-in can take up to 3 business days from the date of receipt. Hardware purchased directly from PrimeVOX is owned by the customer and is exempt from the hardware return policy.

Customer Supplied Equipment. PrimeVOX provides the option for Customers to supply their own routers, phones, gateways, etc. If a Customer supplies their own equipment the Customer assumes the risk of service incompatibility. Incompatible Customer equipment shall not relieve Customers from any of their obligations under this Agreement while troubleshooting defective or incompatible equipment even if Customer's Service is down during such periods of troubleshooting. PrimeVOX reserves the right to alter the software on Customer's equipment in order to guarantee compatibility with PrimeVOX's service. Any device used with PrimeVOX's service must not be locked or currently provisioned to any other provider and you must have the admin password for said device. Any device received from another VoIP provider will most likely NOT work due to this restriction.

Converting From Customer Supplied Equipment to PrimeVOX Supplied Equipment. Should a Customer who has supplied their own hardware wish to instead utilize PrimeVOX's leased equipment, this option is available by contacting our Support Department. Customer must authorize PrimeVOX to charge their account a one-time fee for shipping and handling of this equipment, based on the current shipping rates for new customers.

Converting From PrimeVOX Supplied Equipment to Customer Supplied Equipment. Customers may convert from PrimeVOX Supplied Equipment to their own equipment by contacting our Support department. Any Leased equipment must be returned to PrimeVOX within 30 days of converting to Customer Supplied Equipment.

PRIMEVOX COMMUNICATIONS, LLC

Equipment Replacement. If any PrimeVOX supplied equipment appears to be malfunctioning, the Customer must contact PrimeVOX and work with them to determine if the device is in need of replacement. Only a Technical Support representative has the ability to determine if a device is in need of replacement. If a device is determined to have malfunctioned due to manufacturer defect, a free replacement will be provided at PrimeVOX's expense. If a device is determined to have malfunctioned for any other reason, including but not limited to incorrect power supply, customer negligence, and damage from house wiring, Customer must pay a \$49.95 damaged device fee. After paying the damaged device fee, a Customer has several replacement options:

- Customer may request new equipment, plus Shipping and Handling
- Customer may lease refurbished equipment from PrimeVOX for free, plus Shipping and Handling charge
- Customer may opt to provide their own device, as specified above

Expedited Replacements. Any customer who is receiving a replacement device has the option to request expedited shipping. To authorize expedited shipping, Customer must agree to appropriate standard expedited Shipping and Handling fees associated with the USPS or other agreed upon Carrier.

For PrimeVOX Communications, LLC

By Luke Escudé, its CEO

Or Alexander Rodgers, its COO

For _____

By _____, its _____