

Ciello, Inc.
3.1 Residential Internet Service

Definitions

1. Recurring Charge: A charge associated with the provision of Services that will recur on a periodic basis.
2. Residential Customer: A customer whose use of the services is primarily or substantially of a social or domestic nature.

Service Overview

Ciello provides broadband internet access to residential customers via fiber-optic and wireless infrastructure. This service is for non-business services by a residential customer.

Monthly Recurring Charges will be billed in advance. Any usage charges will be billed in arrears. For partial month's Services, the Customer will be charged for the portion of the month in which Services were provided based on the number of days in which the Services were installed and operational divided by thirty (30).

Rates for Residential Internet Service

<u>Speed</u>	<u>Rate</u>
25 MBPS	\$ 49.95
50 MBPS	\$ 76.95
100 MBPS	\$ 98.95
200 MBPS	\$103.95
300 MBPS	\$108.95
500 MBPS	\$120.95
1000 MBPS	\$145.95

Included with this service is ProtectIQ. This is a feature which provides protection against viruses, malware, and malicious websites. Also includes ExperienceIQ, which provides the ability to set up profiles by user or device to filter content, websites, applications and set screen time limits.

Rate for Seasonal Residential Service

Seasonal Monthly Charge	\$15.00
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There is no charge to put service into seasonal mode. There will be no charge to return to full internet service if request is made during normal business hours. If non-SHOM (SmartHub Order Management) request is made after normal business hours, a \$100 reconnect fee will also apply. Full Internet service is billed at the regular charge based on speed.

This tariff is subject to Ciello's Internet Terms and Conditions which are available at www.ciello.com.

Eric E. Eriksen
Chief Executive Officer

Signature

October 28, 2025

Issue Date

November 1, 2025

Effective Date