

Property WiFi Service Level Agreement

This Property WiFi Service Level Agreement ("PW SLA") supplements the terms and conditions set forth in the Service Order Agreement (the "SOA"), entered into by and between Starry, Inc. ("Starry") and the Customer identified therein ("Customer") and is incorporated therein by this reference.

Customer Support Contact Information:

Phone: 1 855-204-4881

Email: EnterpriseSupport@starry.com

1. Remote Support. Starry will provide remote email support to Customer for general questions and service interruptions, degradations, and outages (each, a "Technical Issue") 24 hours a day, seven days a week within 2 hours of email receipt (a ticket will be automatically created immediately upon receipt of Customer's email). Live customer support for general questions and Technical Issues via phone will be available seven days a week from 12am to 2am ET and from 6am to 11:59pm ET (i.e., except from 2am to 6am ET). All calls into customer support during available hours will be answered and generate a ticket (hold times may vary). If a Technical Issue cannot be resolved by remote support, Starry will provide field dispatch support as set forth in Section 2 of this SLA.

2. Field Dispatch Support. If a Technical Issue cannot be resolved remotely, Starry will provide field dispatch support for as follows:

- For individual wireless access point (WAP) issues:, Monday to Friday from 9am to 5 pm in the Customer's time zone (excluding holidays). Field dispatch will be scheduled within 8 business hours of notification with an attempt to complete the work order within 24 hours of arrival on location. For example, if a call is received at 4 pm on a Friday, field dispatch will be sent to Customer's location no later than 4 pm the following Monday with an attempt to complete the work order no later than Tuesday at 4pm.
- For full system outages: 7 days a week from 8am to 7pm in the Customer's time zone (excluding holidays). Field dispatch will be scheduled within 8 business hours of notification with an attempt to complete the work order within 24 hours of arrival on location. For example, if a call comes in at 6pm on a Monday reporting a full system outage, field dispatch will be sent to the Customer's location no later than 4pm on Tuesday with an attempt to complete the work order no later than Wednesday at 4pm.

Notwithstanding the foregoing, Starry will only send field dispatch to Customer's location if Customer has confirmed that Starry personnel will have access to the property/location.

Field dispatch at Customer's request for Technical Issues due to circumstances or causes beyond the control of Starry, including without limitation, the failure or malfunction of equipment or systems not provided by Starry, will be billed to Customer at \$200 per hour (\$400 per hour for non-business hours).

3. On-Site Procedures. Starry agrees that its technical support field dispatch staff will follow all policies and procedures as set by the Customer, including with respect to parking spaces, appointment scheduling, key release procedures, etc.

4. Service Credits. If there is a full system Service outage in excess of one (1) hour in any twenty four (24) hour period for reasons within Starry's reasonable control and subject to the limitations set forth below (any such event, a "Service Outage"), Starry will, upon Customer's written request, provide Customer with a prorated credit

equal to the value of the monthly fee for the Service, prorated by the number of twenty four (24) hour periods in which there is a Service Outage in excess of one (1) hour, towards the monthly recurring fee for Customer's Service at the applicable property where the Service Outage occurred. To receive any applicable credit, Customer must notify Starry in writing (by opening a trouble ticket) within thirty (30) days of the date of the Service Outage. Service credits shall not be provided for any Service Outage: (i) caused by Customer, its employees, agents or subcontractors, including without limitation any end users of the Service; (ii) due to the failure or malfunction of equipment or systems not provided by Starry; (iii) during any period in which Starry is not allowed access to the Property to address the issue; (iv) due to scheduled maintenance and repair; (v) caused by or due to violations of the this Agreement or any other misconduct or misuse of the Services by Customer; (vi) caused by a loss of service or failure of the Customer's internal wiring or other customer equipment; (vii) due to Customer's failure to release the Service for testing and/or repair to Starry; (viii) due to circumstances or causes beyond the control of Starry (including power outages, inclement weather, or any other force majeure event); or (ix) WiFi interoperability issues. For the avoidance of doubt, all amounts due to Customer under this SLA shall be in the form of service credits only. All credits are exclusive of any applicable taxes or fees charged to the Customer or collected by Starry. All claims for service credits are subject to review and verification by Starry.

Last Updated: October 15, 2024