

Carrier Installation Terms

Last Updated: September 18th, 2026

These Terms and Conditions for Carrier Installation Services (“Installation Terms”) are between you (“Customer” or “you”) and Pinnacle Communications Corporation (“Pinnacle”) and govern your purchase of professional installation and activation services from Pinnacle (“Professional Installation”). You accept these Installation Terms by purchasing Professional Installation in your Sales Quote. Unless otherwise defined herein, any capitalized terms in these Installation Terms have the meaning set forth in the Pinnacle Enterprise Terms and Conditions incorporated by reference into your Sales Quote.

- 1. Billing Increments** - Unless stated on a fixed-fee basis on your Sales Quote, Professional Installation service packages are priced on a per location basis and include up to three hours of labor per location. Any additional time incurred by your technician will be billed at a rate of \$150 USD per hour, including travel time, in 30 minute increments rounded up the nearest 30 minutes. If Professional Installation services are quoted on a fixed fee basis, Customer is responsible for payment of the full amount stated on the Sales Quote unless otherwise agreed by Pinnacle in writing. If your designated technician cannot complete your installation due to your failure to comply with these Installation Terms or other circumstances beyond Pinnacle’s control, Customer will not be entitled to a refund and will be required to purchase another service package. Canadian customers wishing to purchase installation services should contact their designated sales representative. Pricing and billing practices for Canadian customers may vary from those specified herein.
- 2. Estimates** - Customer acknowledges that any Professional Installation pricing stated in a Sales Quote reflects a good-faith estimate based on information reasonably available to Pinnacle at the time of quoting. Actual fees may increase or decrease based on site survey results, Customer site conditions, additional cabling or construction, changes in scope, or other factors identified during planning or performance of the services. If Pinnacle incurs installation costs or labor in excess of any quoted amount due to site conditions, scope changes, Customer delays, or other factors beyond Pinnacle’s reasonable control, Customer remains responsible for payment of the full amounts incurred.
- 3. Service Activation** - If you have ordered Professional Installation services, all monthly recurring charges stated on your Sales Quote will begin to be billed on the date that Pinnacle completes your installation, or the Final Activation Deadline,

whichever date occurs earlier. If you have ordered guided installation services or will otherwise be self-installing your Pinnacle Equipment or Services, all monthly recurring charges stated on your Sales Quote will begin to be billed 14 days after your equipment is shipped by Pinnacle, or the Final Activation Deadline, whichever date occurs earlier. "Final Activation Deadline" means the date that falls 90 days after your signature of a Sales Quote.

4. Installation Guidelines - Customers purchasing Professional Installation services from Pinnacle must:

1. Provide an installation date that falls no later than 120 days after the effective date of your Sales Quote;
2. Allow timely, unhindered access to each Service Location on your scheduled installation date;
3. Provide your designated technician with prompt access to any restricted areas necessary to complete installation;
4. Provide your designated technician with a safe working environment;
5. Anchor and secure any freestanding equipment racks, if required by local code, prior to installation;
6. Procure any permits required by local code;
7. Assure that all Service Locations have properly grounded power and backup battery systems;
8. Provide all wiring and network cabling necessary to complete installation and assure that such wiring and cabling is properly terminated, tested, and labeled prior to the commencement of installation;
9. Remove and dispose of any waste generated during installation pursuant to applicable law or regulation; and
10. Supply external, routable IP address(es) as necessary when Pinnacle services rely on Customer's internet connection.

5. Assumptions - All purchases of Professional Installation services are subject to the following service-level assumptions:

1. All equipment shipped to customer in connection with installation will be shipped at customer's expense;

2. Unless otherwise stated in a Sales Quote, all shipments from Pinnacle will be via ground service;
 3. All installation services will be performed during normal business hours, Monday through Friday;
 4. Any extensive travel costs necessary to complete installation will be billed back to Customer;
 5. All materials used during installation (including any cabling, termination jacks, blocks, and plug modules), will be billed back to Customer at its contractor's then-effective rates; and
 6. Union labor costs, where applicable, are not included as part of installation.
6. **Additional Services** - Your purchase of Professional Installation services includes installation and activation only, and expressly exclude any of the following services; if you wish to purchase such services separately, please contact a sales representative:
1. Advanced troubleshooting of connectivity issues;
 2. Cabling infrastructure assessment and repair;
 3. Network configuration and optimization;
 4. Comprehensive testing of analog lines and IP network; and/or
 5. User training or system administration guidance.