



## **Dedicated Machine Service Agreement**

### **1.0 Definitions.**

- 1.0** "End-user", "You" means the person who orders the services and has ownership and control rights and obligations for such services.
- 1.1** "End-user Data" means all supporting data files and data structures provided by the End-user for its services.
- 1.2** "Dedicated Server" means the server hardware, space, and software services provided to the End-user including but not limited to the HTTP service, FTP service, SMTP service, POP service, server extensions, third-party software, and CGI library scripts.
- 1.3** "Physical Server" means the serving computers, hardware and operating-system, and software necessary to operate and support the Dedicated Server in accordance with this Agreement.

### **2.0 Scope of Services. We will provide you with the following specific services:**

- 2.0** Physical Server Hardware and Software Services. We will provide the Physical Servers and other computer and operating-system software to operate and support the Dedicated Server in a manner acceptable in the industry. We are not responsible for the End-user Data residing on the Dedicated Server. End-user are ultimately and solely responsible for the backup of End-user Data stored on the Dedicated Machine.
- 2.1** Physical Server Set-Up and Updating. We will configure the Dedicated Server, and End-user will load the End-user Data onto the server computers so as to create a fully functional Internet presence. After the Dedicated Server is loaded, set up with the End-user Data, and is fully operational, End-user will be responsible for all Dedicated Server content/data management.
- 2.2** Physical Server Connection. We will provide connection of the Dedicated Server to the Internet, including all telecommunications equipment and connections for the Dedicated Server to provide public access on a 24-hour-a-day, 7-day-a-week basis, with the exception of scheduled maintenance downtime. We will use our best efforts to provide uninterrupted Physical Server Connection, except for scheduled maintenance downtime and any interruption to Physical Server Connection beyond our control caused by, for example, acts of nature, third-party equipment or transmission failures, or security breaches.

- 2.3 Maintenance Services.** We will perform maintenance services as we determine reasonably necessary to maintain the continuous operation of the Dedicated Server. End-user agrees to periodically-scheduled maintenance downtime periods. We will provide prior notice of the maintenance downtime, except when circumstances beyond our control limit our ability to do so.
- 2.4 Hardware, Equipment and Software.** End-user is responsible for and must provide all telephone, computer, hardware and software equipment and services necessary to access us. We make no representations, warranties, or assurances that End-user's equipment will be compatible with our service.
- 2.5 Server Support.** Unlimited phone, email, and web based support is included free with this contract. Dedicated support is subject to the support policies as referenced on our homepage.
- 3.0 Payment Terms.** End-user agrees to the following payment terms in consideration for the services provided:
- 3.0 Set-Up Fee.** End-user will pay us a one-time, non-refundable set-up fee according to our current Dedicated Server Pricing, which is available on our home page (Arogo.Net) or a setup fee agreed upon by End-user and Arogo.Net in writing.
- 3.1 Service Fee.** End-user will pay Arogo.Net a monthly Service Fee for the services we provide under this Agreement according to our current Dedicated Server Pricing, which is available on our home page or whatever setup fee was agreed upon by End-user and Arogo.Net in writing. The Service Fee is due on, or before, the start of the service period due. If End-user first begins using our services after the first of the month, Arogo.Net will bill End-user a full month, and prorate the second month's Service Fee. The Service Fee is subject to adjustment, with notice, according to the current agreed on price schedule.
- 3.2 Data Transfer overage fee.** End-user is responsible for any data transfer overages consumed by the dedicated machine covered under this agreement. The data is measured in a combined (In+Out) total data transferred, as well as in combined 95<sup>th</sup> percentile measurements. Whichever is highest will be used for billing. End-user agrees that overage fees will apply and be due immediately. Current overage fees: \$0.50 per GB (Data Transfer) and \$50 per Mbps (95% measurement).
- 3.3 Miscellaneous Fees.** End-User is responsible for any fees resulting from customer requests or support services provided by Arogo.Net beyond those which are included with the dedicate machine. Examples include, but are not limited to; Domain name registrations and renewals, programming / development services, configuration / support of customer data / applications / Operating systems, Support / Services performed in order to remedy damages caused by End-User.
- 3.4 Cancellation.** In the event that the End-user cancels the service, End-user will be charged in full for the entire month in which the service was canceled. In the event that the End-user has elected to prepay subsequent, additional

months' Service Fees, Arogo.Net retains the right to charge End-user an administrative fee and deduct the administrative fee from the subsequent, future months' Service Fees before refunding them.

- 3.5 Breach.** In the event we terminate this Agreement because of a breach, End-user will be charged in full for the entire month in which the breach occurred. In the event End-user have elected to prepay subsequent, additional months' Service Fees, we retain the right to charge an administrative fee and deduct the administrative fee from the subsequent, future months' Service Fees before refunding them to End-user
- 3.6 Tax.** These fees are exclusive of any and all federal, state, and local sales, use, value added, excise, duty and any other taxes assessed with respect to the services provided under this Agreement, except that your income taxes and any sales or similar taxes on the sale of the Customer products and services to end users shall be the sole responsibility of the Customer.
- 3.7** All costs associated with disputed credit card charges, including but not limited to fees assessed by our banking institutions for processing such disputes will be your responsibility, unless the charge being disputed was due to negligence on our part such as accidental charges to a credit card. An administrative fee for such disputes that are not due to negligence on our part may be assessed and added to your account balance by us.
- 3.8** All costs associated with returned checks will also be your responsibility and such charges will be added to your account balance. An administrative fee for such returned checks may be assessed and added to your account balance by us.
- 3.9** In the event it is necessary to refer your account to a collection agency in the United States or in your country of origin, a collection fee will be applied to your account by such agency for their services. This fee is in addition to the amount being collected as an outstanding balance on your account, and is payable in full. Failure to pay an outstanding balance may be reported to any and all credit reporting agencies according to the laws governing such actions within the United States and/or your country. Any and all fees associated with the collection of your account, including expenses incurred by us will be passed on as part of the outstanding debt owed including, but not limited to, costs for long distance phone calls, fax charges, court appearances, and attorney fees as it relates to the collection of your account.
- 3.10** You agree to pay all fees by the due date on invoices sent by us whether the invoice is sent by electronic mail, facsimile, or by US Postal mail. Accounts that are delinquent may be canceled for non-payment. To reinstate your account, a new setup fee will be included at current rates, subject to approval of credit.

**4.0 Representations and Warranties.** Our obligations under this Agreement are conditioned upon the following representations and warranties:

- 4.0 Compliance with Law.** You represent and warrant that you will comply with all applicable state and federal laws in your performance of this Agreement

and in the use and operation of the Dedicated Server, including laws governing technology, software and trade secrets.

- 4.1 Authority to Contract.** You represent and warrant that you have full authority and right to enter into this Agreement and that there are no conflicting claims relating to the rights granted by this Agreement.
  - 4.2 Non-Infringement.** You represent and warrant that your performance of this Agreement and providing the Web Service, including the software or data files, shall not infringe the intellectual property or other proprietary rights of any third party.
  - 4.3 Our Performance.** We represent and warrant that our services shall be performed in a professional and workman like manner and the computer servers will be operated in accordance with our obligations as defined by this Agreement.
  - 4.4 Disclaimer of Warranties.** EXCEPT FOR THE EXPRESS WARRANTIES CONTAINED ABOVE, WE MAKE NO WARRANTY RELATING TO THE SUBJECT MATTER OF THIS AGREEMENT, AND ALL SERVICES ARE PROVIDED ON AN "AS-IS" BASIS, WITHOUT WARRANTIES OF ANY KIND, EITHER EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, OR OF NON-INFRINGEMENT.
- 5.0** You expressly agree that use of our Dedicated Server is at your own risk. Neither we, our employees, affiliates, agents, third-party information providers, merchants, licensors or the like, warrant that our service will not be interrupted or error free; nor do we make any warranty as to the results that may be obtained from the use of our service or as to the accuracy, reliability or content of any information serviced or merchandise contained in or provided through our service, unless otherwise expressly stated in this Agreement.
- 5.0** Under no circumstances, including negligence, will we, our officers, agents or anyone else involved in creating, producing or distributing our service be liable for any direct, indirect, incidental, special or consequential damages that result from the use of or inability to use our service. We will further not be liable for results from mistakes, omissions, interruptions, deletions of files, errors, defects, delays and operation, or transmission or failure of performance whether or not limited to acts of nature, communication failure, theft, destruction or unauthorized access to our records, programs or services. You acknowledge that this paragraph shall apply to all content on our Dedicated Server.
  - 5.1** Your exclusive remedy for all damages, losses and causes of actions whether in contract or tort (including negligence or otherwise) will not (a) exceed the actual dollar amount which you paid during the 12-month period prior to the date the cause of action arose, or (b) include any incidental, consequential, extemporary or punitive damages of any kind, including without limitation, loss of data, file, profit, good will, time, savings or revenue.

**6.0 Term and Termination.** The following describes the effective date, duration and methods of termination:

**6.0 Effective Date.** The Effective Date of this Agreement is the date on which Arogo.Net gives End-User access to the services being provided.

**6.1 Duration.** This Agreement will commence on the Effective Date and for a period of one calendar month and it will continue on a monthly term.

**6.2 Termination for Convenience.** You may terminate this Agreement at any time for your convenience by providing Arogo.Net with a 30 advance written notice.

**6.3 Breach or Default.** The following constitute a breach or default of this Agreement:

6.3.1 Your failure to pay the current month's Service Fee by the tenth day of the following month,

6.3.2 Your violation of Section 8.0,

6.3.3 Your violation of 9.1, or

6.3.4 Your violation of Sections 4.1, 4.2 or 4.3.

6.3.5 Your violation of our Authorized Use Policy available on our website.

**6.4 Special Lien on Personal Property.** We retain a special lien on all of your personal property in our possession to secure any payment amount you may owe us under this Agreement.

**7.0 Ownership Rights.** We acknowledge that all right, title and interest in the End-user Data shall be solely owned by the End-user. We own or have licensed all server software. In the event that we elect, at our option, to provide custom software to you, this software will be licensed to you for use only on a Dedicated Server on a non-exclusive, royalty-free, fully-paid basis according to the terms of this Agreement.

**8.0 Activities Subject to Immediate Deactivation.** Any Dedicated Server that is used for illegal, Abusive or Unethical Activity may be immediately deactivated by us without warning to you. Illegal, Abusive or Unethical Activities include, but are not limited to, pornography, obscenity, nudity, violations of privacy, hacking, computer virus, gambling, or promotion of gambling, and any harassing or harmful materials or uses, as determined by us. You agree to indemnify and hold us harmless from any claim resulting from your publications or use of Illegal, Abusive or Unethical materials. Although we will make reasonable efforts to alert you to such activities and allow you an opportunity to cure them within a 12-hour period after discovery, we are not required to give notice before deactivating your use of our services if, in our discretion, your use is or results in Illegal, Abusive or Unethical activities. If a Dedicated Server is disabled, the regular monthly fees still apply.

**9.0 Miscellaneous.**

**9.0 Public Nature of Internet.** Please understand that all information submitted on the Dedicated Server shall be considered publicly accessible. Important and

private information should be protected by you. For example, we are not liable for protection or privacy of electronic mail or other information transferred through the Internet or any other network provider that you may use.

- 9.1 Unsolicited Electronic Mail.** You are expressly prohibited from sending unsolicited bulk mail messages ("junk mail" or "spam"). This includes, but is not limited to, bulk-mailing of commercial advertising, information announcements, and political tracts. Such material may only be sent to those who have specifically requested it. Malicious or threatening email is also prohibited. Although we will make reasonable efforts to alert you to such activities and allow you an opportunity to cure them within a 12-hour period after discovery, we reserve the right to immediately deactivate your use of our service if we discover such activity. Further, you agree to indemnify and hold us harmless from any claim resulting from your use or distribution of electronic mail services through the service provided through this Agreement.
- 9.2 Governing Law and Attorneys' Fees.** This Agreement will be interpreted and applied in accordance with the laws of the state of Nevada, without regard to the conflicts of law provisions. In any action or proceeding to enforce rights under this Agreement, the prevailing party will be entitled to recover costs and attorneys' fees, whether or not a suit is actually filed.
- 9.3 Control and Ownership of IP.** We maintain and control ownership of all IP numbers and addresses that may be assigned to you, and we reserve, in our sole discretion, the right to change or remove any and all IP numbers and addresses.
- 9.4 Excessive CPU Usage.** Dedicated Servers which use, in our discretion, CPU processing capacity on the Physical Server in excess of the designed processing capacity will be subject to immediate deactivation. Upgrades to the processing capacity are available.
- 9.5 Resale of Services and Flow-down of Obligations.** You may resell space on your own Dedicated Servers but you must first obligate any such resale to the same terms of this Agreement and incorporate into that resale all of our rights, including our rights regarding content and activity.
- 9.6 Age.** You certify that you are at least 18 years of age.
- 9.7 Transfer.** You may not transfer or assign this Agreement without the written consent of Arogo.Net.
- 9.8 Arogo.Net or its associate companies reserve the right to refuse service at our discretion without notice and/or with or without cause with exception of race, nationality, creed, sexual orientation, religion, or gender.**