

Hosting Terms of Service

1. **Account Eligibility**

- a. By registering for or using the Services, you represent and warrant that:
 - i. You are eighteen (18) years of age or older. The Services are intended solely for Users who are eighteen (18) years of age or older. Any registration, use of or access to the Services, by anyone under eighteen (18) is unauthorized and is a violation of this Agreement.
 - ii. If you use the Services on behalf of another party you agree that you are authorized to bind such other party to this Agreement and to act on such other party's behalf with respect to any actions you take in connection with the Services.
- b. It is your responsibility to provide accurate, current, and complete information on the registration forms, including an email address that is different from the domain you are signing up under. If there is ever an abuse issue or we need to contact you, we will use the primary email address we have on file. It is your responsibility to ensure that the contact information for your account, including any domain accounts is accurate, correct and complete at all times. Think Big Go Local, Inc. is not responsible for any lapse in the Services, including without limitation, any lapsed domain registrations due to outdated contact information being associated with the domain. Providing false contact information of any kind may result in the termination of your account.
- c. You agree to be fully responsible for all use of your account and for any actions that take place through your account. It is your responsibility to maintain the confidentiality of your password and other information related to the security of your account.
- d. Any dedicated IP order in addition to those provided with a hosting package may be subject to IP justification. IP justification practices are subject to change to remain in compliance with the policies of the American Registry for Internet Numbers (ARIN).

We reserve the right to deny any dedicated IP request based on insufficient justification or current IP utilization.

e. The Service and any data you provide to Think Big Go Local, Inc. is hosted in the United States (U.S.) unless otherwise provided. If you access the Service from outside of the U.S., you are voluntarily transferring information (potentially including personally-identifiable information) and content to the U.S. and you agreeing that our collection, use, storage and sharing of your information and content is subject to the laws of the U.S., and not necessarily of the jurisdiction in which you are located.

2. **Think Big Go Local, Inc. Content**

Except for User Content (as defined below), all content available through the Services, including designs, text, graphics, images, video, information, software, audio and other files, and their selection and arrangement, and all software used to provide the Services (collectively, "Think Big Go Local, Inc. Content"), are the proprietary property of Think Big Go Local, Inc. or Think Big Go Local, Inc.'s licensors. Think Big Go Local, Inc. Content may not be modified, copied, distributed, framed, reproduced, republished, downloaded, scraped, displayed, posted, transmitted, sold or exploited for any purpose in any form or by any means, in whole or in part, other than as expressly permitted in this Agreement. You may not, directly or indirectly, reverse engineer, decompile, disassemble or otherwise attempt to derive source code or other trade secrets from any Think Big Go Local, Inc. Content. Any use of Think Big Go Local, Inc. Content, other than as specifically authorized herein, is prohibited and will automatically terminate your rights to use the Services and any Think Big Go Local, Inc. Content. All rights to use Think Big Go Local, Inc. Content that are not expressly granted in this Agreement are reserved by Think Big Go Local, Inc. and Think Big Go Local, Inc.'s licensors.

3. **User Content**

- . You may be able to upload, store, publish, display and distribute information, text, photos, videos and other content on or through the Services (collectively, "User Content"). User Content includes any content posted by you or by users of any of your websites hosted through the Services ("User Websites"). You are solely responsible for any and all User Content and any transactions or other activities

conducted on or through User Websites. By posting or distributing User Content on or through the Services, you represent and warrant to Think Big Go Local, Inc. that (i) you have all the necessary rights to post or distribute such User Content, and (ii) your posting or distribution of such User Content does not infringe or violate the rights of any third party.

Solely for purposes of providing the Services, you hereby grant to Think Big Go Local, Inc. a non-exclusive, royalty-free, worldwide right and license to: (i) use, reproduce, publicly perform, publicly display, modify, translate, excerpt (in whole or in part), publish and distribute User Content; and (ii) make archival or back-up copies of User Content and User Websites. Except for the rights expressly granted herein, Think Big Go Local, Inc. does not acquire any right, title or interest in or to the User Content, all of which shall remain solely with you.

- a. Think Big Go Local, Inc. exercises no control over, and accepts no responsibility for, User Content or the content of any information passing through Think Big Go Local, Inc.'s computers, network hubs and points of presence or the Internet. Think Big Go Local, Inc. does not monitor User Content. However, you acknowledge and agree that Think Big Go Local, Inc. may, but is not obligated to, immediately take any corrective action in Think Big Go Local, Inc.'s sole discretion, including without limitation removal of all or a portion of the User Content or User Websites, and suspend or terminate any and all Services without refund if you violate the terms of this Agreement. You hereby agree that Think Big Go Local, Inc. shall have no liability due to any corrective action that Think Big Go Local, Inc. may take.

4. **Third Party Products and Services**

Third Party Providers

Think Big Go Local, Inc. may offer certain third party products and services. Such products and services may be subject to the terms and conditions of the third party provider. Discounts, promotions and special third party offers may be subject to additional restrictions and limitations by the third party provider. You should confirm

the terms of any purchase and the use of goods or services with the specific third party provider with whom you are dealing.

Think Big Go Local, Inc. does not make any representations or warranties regarding, and is not liable for, the quality, availability, or timeliness of goods or services provided by a third party provider. You undertake all transactions with these third party providers at your own risk. We do not warrant the accuracy or completeness of any information regarding third party providers. Think Big Go Local, Inc. is not an agent, representative, trustee or fiduciary of you or the third party provider in any transaction.

a. **Think Big Go Local, Inc. as Reseller or Licensor**

Think Big Go Local, Inc. may act as a reseller or licensor of certain third party services, hardware, software and equipment used in connection with the Services ("Non-Think Big Go Local, Inc. Products"). Think Big Go Local, Inc. shall not be responsible for any changes in the Services that cause any Non-Think Big Go Local, Inc. Products to become obsolete, require modification or alteration, or otherwise affect the performance of the Services. Any malfunction or manufacturer's defects of Non-Think Big Go Local, Inc. Products, either sold, licensed or provided by Think Big Go Local, Inc. to you will not be deemed a breach of Think Big Go Local, Inc.'s obligations under this Agreement. Any rights or remedies you may have regarding the ownership, licensing, performance or compliance of any Non-Think Big Go Local, Inc. Product are limited to those rights extended to you by the manufacturer of such Non-Think Big Go Local, Inc. Product. You are entitled to use any Non-Think Big Go Local, Inc. Product supplied by Think Big Go Local, Inc. only in connection with your use of the Services as permitted under this Agreement. You shall make no attempt to copy, alter, reverse engineer, or tamper with such Non-Think Big Go Local, Inc. Product or to use it other than in connection with the Services. You shall not resell, transfer, export or re-export any Non-Think Big Go Local, Inc. Product, or any technical data derived therefrom, in violation of any applicable law, rules or regulations.

b. Third Party Websites

The Services may contain links to other websites that are not owned or controlled by Think Big Go Local, Inc. ("Third Party Sites"), as well as articles, photographs, text, graphics, pictures, designs, sound, video, information, and other content or items belonging to or originating from third parties ("Third Party Content"). We are not responsible for any Third Party Sites or Third Party Content accessed through the Services. Third Party Sites and Third Party Content are not investigated, monitored or checked for accuracy, appropriateness, or completeness by us. If you decide to access Third Party Sites or to access or use any Third Party Content, you do so at your own risk and you should be aware that our terms and policies no longer govern. You should review the applicable third party's terms and policies, including privacy and data gathering practices of any website to which you navigate.

5. Prohibited Persons (Countries, Entities, And Individuals).

The U.S. Department of the Treasury, through the Office of Foreign Assets Control ("OFAC"), prohibits U.S. companies from engaging in all or certain commercial activities with certain sanctioned countries (each a "Sanctioned Country") and certain individuals, organizations or entities, including without limitation, certain "Specially Designated Nationals" ("SDN") listed by OFAC. If you are located in a Sanctioned Country or are listed as an SDN, you are prohibited from registering or signing up with, subscribing to, or using the Services. Unless otherwise provided with explicit permission, Think Big Go Local, Inc. also does not register, and prohibits the use of any of our Services in connection with, any Country-Code Top Level Domain Name ("ccTLD") for any Sanctioned Country.

6. Account Security and Think Big Go Local, Inc. Systems.

It is your responsibility to ensure that scripts/programs installed under your account are secure and permissions of directories are set properly, regardless of the installation method. When at all possible, set permissions on most directories to 755 or as restrictive as possible. Users are ultimately responsible for all actions taken under their account. This includes the compromise of credentials such as user name and password. You are required to use a secure password. If a weak password is used, your account may be suspended until you agree to use a more secure password. Audits may be done to prevent weak passwords from being used. If an audit is performed, and your

password is found to be weak, we will notify you and allow time for you to change or update your password before suspending your account.

- . The Services, including all related equipment, networks and network devices are provided only for authorized customer use. Think Big Go Local, Inc. may, but is not obligated to, monitor our systems, including without limitation, to ensure that use is authorized, to facilitate protection against unauthorized access, and to verify security procedures, survivability, and operational security. During monitoring, information may be examined, recorded, copied and used for authorized purposes. By using the Services, you consent to monitoring for these purposes.
- a. Any account found connecting to a third party network or system without authorization from the third party is subject to suspension. Access to networks or systems outside of your direct control requires the express written consent of the third party. Think Big Go Local, Inc. may, at our discretion, request documentation to prove that your access to a third party network or system is authorized.
- b. Any account which causes us to receive an abuse report may be terminated and/or have access to services suspended. If you do not remove malicious content from your account after being notified by Think Big Go Local, Inc. of an issue, we reserve the right to leave access to services disabled.
- c. Think Big Go Local, Inc. reserves the right to migrate your account from one data center to another in order to comply with applicable data center policies, local law or for technical or other reasons without notice.

7. **HIPAA Disclaimer.** We are not "HIPAA compliant."

You are solely responsible for any applicable compliance with federal or state laws governing the privacy and security of personal data, including medical or other sensitive data. You acknowledge that the Services may not be appropriate for the storage or control of access to sensitive data, such as information about children or medical or health information. Think Big Go Local, Inc. does not control or monitor the information or data you store on, or transmit through, the Services. We specifically disclaim any representation or warranty that the Services, as offered, comply with the federal Health Insurance Portability and Accountability Act ("HIPAA"). Customers requiring secure

storage of "protected health information" as defined under HIPAA are expressly prohibited from using the Services for such purposes. Storing and permitting access to "protected health information" is a material violation of this Agreement, and grounds for immediate account termination. We do not sign "Business Associate Agreements" and you agree that Think Big Go Local, Inc. is not a Business Associate or subcontractor or agent of yours pursuant to HIPAA. If you have questions about the security of your data, you should contact [feedback@Think Big Go Local, Inc..com](mailto:feedback@ThinkBigGoLocal.com).

8. Compatibility with the Services

- . You agree to cooperate fully with Think Big Go Local, Inc. in connection with Think Big Go Local, Inc.'s provision of the Services. It is solely your responsibility to provide any equipment or software that may be necessary for your use of the Services. To the extent that the performance of any of our obligations under this Agreement may depend upon your performance of your obligations, Think Big Go Local, Inc. is not responsible for any delays due to your failure to timely perform your obligations.
- a. You are solely responsible for ensuring that all User Content and User Websites are compatible with the hardware and software used by Think Big Go Local, Inc. to provide the Services, which may be changed by Think Big Go Local, Inc. from time to time in our sole discretion.

9. Termination

Think Big Go Local, Inc. may terminate your access to the Services, in whole or in part, without notice in the event that: (i) you fail to pay any fees due; (ii) you violate this Agreement; (iii) your conduct may harm Think Big Go Local, Inc. or others or cause Think Big Go Local, Inc. or others to incur liability, as determined by Think Big Go Local, Inc. in our sole discretion; or (iv) as otherwise specified in this Agreement. In such event, Think Big Go Local, Inc. shall not refund to you any fees paid in advance of such termination, and you shall be obligated to pay all fees and charges accrued prior to the effectiveness of such termination. Additionally, Think Big Go Local, Inc. may charge you for all fees due for the Services for the remaining portion of the then current term.

UPON TERMINATION OF THE SERVICES FOR ANY REASON, USER CONTENT, USER WEBSITES, AND OTHER DATA WILL BE DELETED.

10. CPU, Bandwidth and Disk Usage

. Permitted CPU and Disk Usage.

All use of hosting space provided by Think Big Go Local, Inc. is subject to the terms of this Agreement and the Acceptable Use Policy.

- . Shared hosting space may only be used for web files, active email and content of User Websites. Shared hosting space may not be used for storage (whether of media, emails, or other data), including, as offsite storage of electronic files, email or FTP hosts. Think Big Go Local, Inc. expressly reserves the right to review every shared account for excessive usage of CPU, disk space and other resources that may be caused by a violation of this Agreement or the Acceptable Use Policy. Think Big Go Local, Inc. may, in our sole discretion, terminate access to the Services, apply additional fees, or remove or delete User Content for those accounts that are found to be in violation of Think Big Go Local, Inc.'s terms and conditions.

- i. Dedicated and VPS usage is limited by the resources allocated to the specific plan that you have purchased.

a. Bandwidth Usage.

Shared servers are not limited in their bandwidth allowance. Unlimited bandwidth usage is not available for resellers, dedicated or VPS servers, which are subject to the terms of the plan you purchased and can be viewed in your control panel.

11. Uptime Guarantee.

If your server has a physical downtime that falls short of the 99.9% uptime guarantee, you may receive one (1) month of credit on your account. This uptime guarantee does not apply to planned maintenance. Approval of any credit is at the sole discretion of Think Big Go Local, Inc. and may be dependent upon the justification provided. Third party monitoring service reports may not be used for justification due to a variety of factors including the monitor's network capacity/transit availability. The

uptime of the server is defined as the reported uptime from the operating system and the Apache Web Server which may differ from the uptime reported by other individual services.

12. **Reseller Terms and Client Responsibility**

- . Resellers shall ensure that each of their clients complies with this Agreement.
- a. Resellers are responsible for supporting their clients. Think Big Go Local, Inc. does not provide support to clients of Think Big Go Local, Inc.'s resellers. If a reseller's client contacts Think Big Go Local, Inc., Think Big Go Local, Inc. reserves the right to place a reseller client account on hold until the reseller can assume responsibility for the reseller's client. All support requests must be made by the reseller on its client's behalf for security purposes.
- b. Resellers are also responsible for all content stored or transmitted under their reseller account and the actions of their clients. Think Big Go Local, Inc. will hold any reseller responsible for any of their client's actions that violate the law or this Agreement.
- c. Think Big Go Local, Inc. is not responsible for the acts or omissions of our resellers. The reseller hereby agrees to indemnify Think Big Go Local, Inc. from and against any and all claims made by any User arising from the reseller's acts or omissions.
- d. Think Big Go Local, Inc. reserves the right to revise our Reseller Program at any time. Changes shall take effect when posted online or on any subsequent date as may be set forth by Think Big Go Local, Inc..
- e. Resellers in the Think Big Go Local, Inc. Reseller Program assume all responsibility for billing and technical support for each of the Users signed up by the reseller.

13. **Price Change**

Think Big Go Local, Inc. reserves the right to change prices or any other charges at any time. We will provide you with at least thirty (30) days notice before charging you with any price change on any annual or longer term plans. It is your sole responsibility to periodically review billing information provided by Think Big Go Local, Inc. through the user billing tool or

through other methods of communication, including notices sent or posted by Think Big Go Local, Inc..

14. Limitation of Liability

IN NO EVENT WILL THINK BIG GO LOCAL, INC. ITS DIRECTORS, EMPLOYEES OR AGENTS BE LIABLE TO YOU OR ANY THIRD PERSON FOR ANY INDIRECT, CONSEQUENTIAL, EXEMPLARY, INCIDENTAL, SPECIAL OR PUNITIVE DAMAGES, INCLUDING FOR ANY LOST PROFITS OR LOST DATA ARISING FROM YOUR USE OF THE SERVICES, OR ANY USER CONTENT, USER WEBSITES OR OTHER MATERIALS ACCESSED OR DOWNLOADED THROUGH THE SERVICES, EVEN IF THINK BIG GO LOCAL, INC. IS AWARE OR HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

NOTWITHSTANDING ANYTHING TO THE CONTRARY CONTAINED HEREIN, THINK BIG GO LOCAL, INC.'S LIABILITY TO YOU, OR ANY PARTY CLAIMING THROUGH YOU, FOR ANY CAUSE WHATSOEVER, AND REGARDLESS OF THE FORM OF THE ACTION, IS LIMITED TO THE AMOUNT PAID, IF ANY, BY YOU TO THINK BIG GO LOCAL, INC. FOR THE SERVICES IN THE THREE (3) MONTHS PRIOR TO THE INITIAL ACTION GIVING RISE TO LIABILITY. THIS IS AN AGGREGATE LIMIT. THE EXISTENCE OF MORE THAN ONE CLAIM HEREUNDER WILL NOT INCREASE THIS LIMIT.

15. Indemnification

You agree to indemnify, defend and hold harmless Think Big Go Local, Inc., our affiliates, and their respective officers, directors, employees and agents (each an "Indemnified Party" and, collectively, the "Indemnified Parties") from and against any and all claims, damages, losses, liabilities, suits, actions, demands, proceedings (whether legal or administrative), and expenses (including, but not limited to, reasonable attorney's fees) threatened, asserted, or filed by a third party against any of the Indemnified Parties arising out of or relating to (i) your use of the Services, (ii) any breach or violation by you of this Agreement; or (iii) any acts or omissions by you. The terms of this section shall survive any termination of this Agreement.

16. Independent Contractor

Think Big Go Local, Inc. and User are independent contractors and nothing contained in this Agreement places Think Big Go Local, Inc. and User in the relationship of principal and agent, partners or joint venturers. Neither party has, expressly or by implication, or may

represent itself as having, any authority to make contracts or enter into any agreements in the name of the other party, or to obligate or bind the other party in any manner whatsoever.

17. Governing Law; Jurisdiction

Any controversy or claim arising out of or relating to this Agreement, the formation of this Agreement or the breach of this Agreement, including any claim based upon an alleged tort, shall be governed by the substantive laws of the State of Illinois. The United Nations Convention on Contracts for the International Sale of Goods does not apply to this Agreement.

18. Disclaimer

Think Big Go Local, Inc. shall not be responsible for any damages your business may suffer. Think Big Go Local, Inc. makes no warranties of any kind, expressed or implied for the Services. Think Big Go Local, Inc. disclaims any warranty of merchantability or fitness for a particular purpose, including loss of data resulting from delays, delivery failures, wrong deliveries, and any and all service interruptions caused by Think Big Go Local, Inc. or our employees.

19. Backups and Data Loss

Your use of the Services is at your sole risk. Think Big Go Local, Inc.'s backup service runs once a week and overwrites any of our previous backups. Only one week of backups are kept at a time. This service is provided only to shared and reseller accounts as a courtesy and may be modified or terminated at any time at Think Big Go Local, Inc.'s sole discretion. Think Big Go Local, Inc. is not responsible for files and/or data residing on your account. You agree to take full responsibility for all files and data transferred and to maintain all appropriate backup of files and data stored on Think Big Go Local, Inc.'s servers.

Any shared account using more than 20 gigs of disk space will be removed from our off site weekly backup with the exception of databases continuing to be backed up. All data will continue to be mirrored to a secondary drive to help protect against data loss in the event of a drive failure.

20. Limited Warranty

THE SERVICES PROVIDED UNDER THIS AGREEMENT ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE BASIS." EXCEPT AS EXPRESSLY PROVIDED IN THIS SECTION, THINK BIG GO LOCAL, INC. AND OUR AFFILIATES, EMPLOYEES, AGENTS, SUPPLIERS AND LICENSORS DISCLAIM ALL WARRANTIES OF ANY KIND, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT, FOR THE SERVICES PROVIDED HEREUNDER. THINK BIG GO LOCAL, INC. AND OUR AFFILIATES, EMPLOYEES, AGENTS, SUPPLIERS AND LICENSORS MAKE NO REPRESENTATIONS OR WARRANTIES (I) THAT THE SERVICES WILL BE UNINTERRUPTED, ERROR FREE OR COMPLETELY SECURE; (II) AS TO THE RESULTS THAT MAY BE OBTAINED FROM THE USE OF THE SERVICES; OR (III) AS TO THE ACCURACY, RELIABILITY OR CONTENT OF ANY INFORMATION PROVIDED THROUGH THE SERVICES. THINK BIG GO LOCAL, INC. AND OUR AFFILIATES, EMPLOYEES, AGENTS, SUPPLIERS AND LICENSORS ARE NOT LIABLE, AND EXPRESSLY DISCLAIMS ANY LIABILITY, FOR THE CONTENT OF ANY DATA TRANSFERRED EITHER TO OR FROM USERS OR STORED BY USERS ON OR THROUGH THE SERVICES. THE TERMS OF THIS SECTION SHALL SURVIVE ANY TERMINATION OF THIS AGREEMENT.

21. Disclosure to Law Enforcement

Think Big Go Local, Inc. may disclose User information to law enforcement agencies without further consent or notification to the User upon lawful request from such agencies. We cooperate fully with law enforcement agencies.

22. Entire Agreement.

This Agreement, including documents incorporated herein by reference, supersedes all prior discussions, negotiations and agreements between the parties with respect to the subject matter hereof, and this Agreement constitutes the sole and entire agreement between the parties with respect to the matters covered hereby.

23. Headings.

The headings herein are for convenience only and are not part of this Agreement.

24. Changes to the Agreement or the Services

- . Think Big Go Local, Inc. may modify, add, or delete portions of this Agreement at any time. If we have made significant changes to this Agreement, we will post a notice on the Think Big Go Local, Inc. website for at least thirty (30) days after the changes are posted and will indicate at the bottom of this Agreement the date of the last revision. Any revisions to this Agreement will become effective when posted unless otherwise provided. You agree to any modification to this Agreement by continuing to use the Services after the effective date of any such modification.
- a. Think Big Go Local, Inc. reserves the right to modify, change, or discontinue any aspect of the Services at any time.

25. Severability

If any provision or portion of any provision of this Agreement is found to be illegal, invalid or unenforceable by a court of competent jurisdiction, the remaining provisions or portions (unless otherwise specified) thereof shall remain in full force and effect.

26. Waiver

No failure or delay by you or Think Big Go Local, Inc. to exercise any right or remedy hereunder shall operate as a waiver thereof, nor shall any single or partial exercise of any right or remedy preclude any other or further exercise of any right or remedy. No express waiver of, or assent to, any breach of or default in any term or condition of this Agreement by any party hereto shall constitute a waiver of, or an assent to, any succeeding breach of or default in the same or any other term or condition hereof.

27. Assignment; Successors

You may not assign or transfer this Agreement or any of your rights or obligations hereunder, without the prior written consent of Think Big Go Local, Inc.. Any attempted assignment in violation of this Agreement shall be null and void and of no force or effect whatsoever. Think Big Go Local, Inc. may assign our rights and obligations under this Agreement, and may engage subcontractors or agents in performing our duties and exercising our rights hereunder, without the consent of User. This Agreement shall be binding upon and shall inure to the benefit of the parties hereto and their respective successors and permitted assigns.

28. Force Majeure

Neither party is liable for any default or delay in the performance of any of its obligations under this Agreement (other than failure to make payments when due) if such default or delay is caused, directly or indirectly, by forces beyond such party's reasonable control, including, without limitation, fire, flood, acts of God, labor disputes, accidents, acts of war or terrorism, interruptions of transportation or communications, supply shortages or the failure of any third party to perform any commitment relative to the production or delivery of any equipment or material required for such party to perform its obligations hereunder.

29. Third-Party Beneficiaries

Except as otherwise expressly provided in this Agreement, nothing in this Agreement is intended, nor shall anything herein be construed to confer any rights in any person other than the parties hereto and their respective successors and permitted assigns.

Notwithstanding the foregoing, user acknowledges and agrees that any supplier of a third-party product or service that is identified as a third-party beneficiary in the service description, is an intended third-party beneficiary of the provisions set forth in this Agreement as they relate specifically to its products or services and shall have the right to enforce directly the terms and conditions of this Agreement with respect to its products or services against user as if it were a party to this Agreement.