

CO-OP WEB BUILDER® 2.0 PROGRAM AGREEMENT

This Touchstone Energy Co-op Web Builder® 2.0 Program Agreement ("Agreement") is made by and between Touchstone Energy Cooperative, Inc. ("Touchstone Energy", "we", or "us") and _____, located in _____ [city] _____, _____ [state] _____ ("Cooperative" or "you"). This Agreement is effective as of this _____ day of _____, 201__ ("Effective Date").

For good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the parties hereto agree as follows:

1. General Program Description. Touchstone Energy, working and contracting with respected vendors, offers the Co-op Web Builder® 2.0 Program ("Program") to its member cooperatives. This Program provides Touchstone Energy member cooperatives with a user-friendly solution for developing, maintaining and hosting a professional-looking web site that incorporates the Touchstone Energy brand trademarks, copyrights and other elements of its intellectual property portfolio as identified, set forth, consistent with and subject to the applicable Touchstone Energy Distribution License Agreement or the Touchstone Energy G & T / Regional Member License Agreement entered into between Touchstone Energy and its member cooperatives. Through the Program, Touchstone Energy member cooperatives have access, based upon the Cooperative's elected support tier, to certain web site templates, website development services, and a web site content management system (together, "Web Development Services") and web site hosting services ("Hosting Services") provided by third party service providers. Also, depending upon the Cooperative's elected support tier, Touchstone Energy provides certain support and development assistance consistent with this Agreement and the attached Exhibits A & B ("Support Services"). Exhibits A & B are hereby incorporated and made part of this Agreement.

2. Support Tiers. On the Effective Date and every year thereafter, Cooperative shall elect into one of the Program's primary support tiers (Red, Blue, or Orange), as identified and described in the attached Exhibit A, using the form and procedure provided in Exhibit C.

The Red Support Tier is **at no charge to Cooperative so long as it qualifies pursuant to Section 11.** The Red Support Tier shall be the defaulting tier if Cooperative fails to make an election using the form provided in Exhibit C.

The Green Support Tier is an additional election to the primary support tiers. Green Support Tier elections may be made at any time and shall be made using the form provided in Exhibit D.

The primary support tier elected by the Cooperative, or if Cooperative defaults to the Red Support Tier, shall be referred to as the Elected Tier. The period of time between elections pursuant to this Section 2 shall be referred to as the Current Election Year.

Cooperative may elect into a different primary support tier at any time during the Current Election Year, but the fees charged to Cooperative for such election will be adjusted consistent with Section 5.

To elect into a different primary support tier during the Current Election Year, Cooperative must make the election by using the form provided in Exhibit E.

The specific support services described in Exhibit A are subject to change or may be discontinued at any time based on the sole and good faith determination of Touchstone Energy for reasons such as, but not limited to, technical restrictions; vendor disputes or disruption; cybersecurity risks or threats

(known or suspected); staffing and vendor availability. Touchstone Energy shall provide reasonable Notice of such changes or discontinuations.

3. Term. The term of the Agreement begins on the Effective Date is perpetual thereafter, unless and until terminated pursuant to Section 4.

4. Termination.

Cooperative may terminate Agreement for any reason with thirty (30) days Notice.

Touchstone Energy may terminate Agreement with thirty (30) days Notice for good cause, including, but not limited to, a breach of any term or condition of this Agreement, whether or not it is a material breach.

This Agreement also terminates, effective immediately, if the conditions set forth in Section 11 are no longer satisfied.

The enforceability of Sections 12 & 15 shall survive the Termination of this Agreement.

5. Fees. The fees for participating in the Program are set forth in the Fee Card attached hereto as Exhibit B. The Fees provided for in Exhibit B shall be subject to change in the sole and absolute discretion of Touchstone Energy with reasonable Notice provided; however, such changes will have no retroactive effect on the fees owed or paid for the Current Election Year and shall take effect until the next annual election.

No initial fee is owed if Cooperative's Elected Tier is the Red Support Tier.

Fees for the Green Support Tier are as stated in Exhibit B, and are also subject to change as stated above.

Cooperative may elect another primary support tier during the Current Election Year using the form and procedure providing in Exhibit E. If that primary support tier election has a higher fee associate with it, as set forth in Exhibit B, the difference between the fees already paid for the Current Election Year and the scheduled fee for the newly elected primary support tier shall be due and owing with submission of the form provided in Exhibit E for the election.

NO REFUNDS/PRORATED FEES: THERE ARE NO FEE REFUNDS OR PRORATED FEES FOR ELECTING A DIFFERENT PRIMARY SUPPORT TIER(S) DURING THE CURRENT ELECTION YEAR OR AS A RESULT OF EARLY TERMINATION OF THIS AGREEMENT.

NOTE: Additional development work that exceeds the allotment contained within a support tier is available at a cost of \$125 per hour as set forth in Exhibit A. Additional development work shall be requested by Notice. Touchstone Energy will invoice all additional development work to Cooperative and the balance invoiced shall be due and owing to Touchstone Energy on Net 30 terms.

Any Program services rendered by Touchstone Energy to Cooperative after termination of the Agreement shall be paid by Cooperative at a rate of \$125 per hour. Such services will be invoiced by Touchstone Energy and shall be due and owing to the same on Net 30 terms.

6. Payment. All fees for primary tier elections are due and owing to Touchstone Energy with the submission of the required form provided in Exhibit C.

Any and all fees for elections requiring additional fees to be paid, pursuant to Section 5, shall be due, owing and paid to Touchstone Energy with the submission of the form provided in Exhibit D or Exhibit E.

Any additional development fees outside the allowance of the Elected Service Tiers shall be due and owing Net 30 upon Notice of the invoice. Late payment for fees is subject to interest charges of 18% per annum. A five (5) business day grace period from the due date is allowed for all payments.

Payment shall be made in good funds by check, credit card or wire transfer made payable to "Touchstone Energy Cooperatives, Inc." Check payments shall be directed to:

Please direct payments to:

**National Rural Electric Cooperative
PO Box 758777
Baltimore, MD 21275-8777**

7. Web Development Services. Touchstone Energy has contracted with a third party service provider ("Development Vendor") for the development of multiple web site templates from which you can choose. These web site templates incorporate the Touchstone Energy imagery, trademarks, and overall "look and feel" of the Touchstone Energy advertising and other materials. You are responsible for selecting the template you want to use and for uploading and managing your cooperative's content ("Content") via the content management system ("CMS"), which the Development Vendor maintains. The Development Vendor - and not Touchstone Energy- is solely responsible for the HTML web site templates, corresponding programming, and the CMS. Should you encounter any problems with or have technical questions about the Web Development Services, you should contact the Development Vendor.

Cooperative acknowledges that it does not have contractual privity with the Development Vendor. The contract for third party services is between the Development Vendor and Touchstone Energy. Despite there being no privity of contract between Cooperative and Development Vendor, Cooperative agrees to abide by certain provisions or obligations of the contract between Touchstone Energy and Development Vendor which affects Touchstone Energy's liability under the contract, expressly excluding any payment or fee obligations, for which Touchstone Energy shall provide reasonable Notification to Cooperative. These provisions or obligations may change from time-to-time. Development Vendor has no third party benefit arising from this Agreement. Touchstone Energy shall make all reasonable and good faith efforts to resolve any issues involving Development Vendor that may affect Cooperative within the scope of this Agreement. Notwithstanding the above, Cooperative shall immediately Notify Touchstone Energy of any issues involving Development Vendor affecting it within the scope of this Agreement.

Touchstone Energy may choose another vendor to provide these services or may choose to terminate provision of these services at any time, in its sole and good faith discretion. Cooperative will be reasonably Notified in the event of such a change so that you will know who to contact if you have a question about or problem with the Web Development Services. If you have any questions or concerns please contact the Coop Web Builder point of contact as set forth in Section 14.

8. Support Terms of Service – See Exhibit F, hereby incorporated and made part of this Agreement hereto.

9. Hosting Services. Touchstone Energy has contracted for a dedicated server hosting account with a third party provider ("Hosting Vendor") for the hosting of all participating cooperatives' web

sites. By hosting all the web sites together with one vendor, this allows for streamlined, ongoing development and maintenance that would be prohibitively expensive and time-consuming if managed across multiple web hosts. Touchstone Energy is responsible for paying all charges associated with the Hosting Services under a master billing arrangement with the Hosting Vendor, but the Hosting Vendor - and not Touchstone Energy - is solely responsible for the provision of the Hosting Services. Touchstone Energy's agreement with the Hosting Vendor is limited only to the hosting of the website and does not include or provide ownership of any domains or any third party applications and services such as email or co-op managed software. You are exclusively responsible for your domains and third party applications and services, such as email or co-op managed software. Should you encounter any problems with or have technical questions about the Hosting Services that occur outside of Touchstone Energy's provided support hours, you should contact the Hosting Vendor through the information provided by the support team once your website has been successfully transferred to the Co-op Web Builder[®] program. Touchstone Energy may choose another vendor to provide these services or may choose to terminate provision of these services at any time, in its sole discretion. You will be reasonably notified of such a change so that you can contact that Hosting Vendor if you have a problem with the Hosting Services.

Cooperative acknowledges that it does not have contractual privity with the Hosting Vendor. The contract for Hosting Services is between the Hosting Vendor and Touchstone Energy. Despite there being no privity of contract between Cooperative and Hosting Vendor, Cooperative agrees to abide by certain provisions or obligations of the contract between Touchstone Energy and Hosting Vendor which affects Touchstone Energy's liability under the contract, expressly excluding any payment or fee obligations, for which Touchstone Energy shall provide reasonable Notification to Cooperative. These provisions or obligations may change from time-to-time. Hosting Vendor has no third party benefit arising from this Agreement. Touchstone Energy shall make all reasonable and good faith efforts to resolve any issues involving Hosting Vendor that affect Cooperative within the scope of this Agreement. Notwithstanding the above, Cooperative shall immediately Notify Touchstone Energy of any issues involving Hosting Vendor affecting it within the scope of this Agreement.

10. Vendor Contact Information. On the Effective Date, you will be provided Notice with contact information for both the Development Vendor and the Hosting Vendor. As indicated above, in the event that Touchstone Energy, in its sole discretion, decides to change vendors or terminate provision of the services, you will be reasonably Notified of any such change. Once receiving contact information under this Section 10, Cooperative agrees to review Hosting Vendor's terms of service as provided on its web site, being mindful of Cooperative's obligation under Section 9.

11. Program Participation. Cooperative remains eligible to participate in the Program so as long as Cooperative remains a member of Touchstone Energy in good standing and for as long as Touchstone maintains relationships with the Development Vendor and Hosting Vendor and they continue to provide the services. Your eligibility to participate in the Program will terminate with either the termination of your Touchstone Energy membership or termination of services by the Development Vendor or Hosting Vendor. This means you must discontinue use of the Touchstone IP (defined below) and move your web site off Touchstone Energy's dedicated server hosting account at the time your membership ends or the Development Vendor or Hosting Vendor no longer provide the services. Cooperative is responsible for any and all costs associated with transitioning a web site out of the Program.

12. Ownership of Intellectual Property; Compliance with Laws; Data Security. Touchstone Energy is the sole and exclusive licensor of the CMS, web site templates, and Touchstone Energy trademarks, service marks, copyrights and logos, and all rights, title, and interest therein as identified, set forth, consistent with and subject to the applicable Touchstone Energy Distribution License Agreement or the Touchstone Energy G & T / Regional Member License Agreement entered into between Touchstone Energy and its member cooperatives (collectively, the "Touchstone

IP”). Other than Touchstone IP, you are the sole and exclusive owner of and solely responsible for all content that you upload through the CMS (“Content”) and all data that you collect from and about your web site users (“Data”). Touchstone Energy grants you a non-exclusive, non-transferable license, for as long as you are eligible to participate in the Program, to use the Touchstone IP to develop and maintain your website, as identified, set forth, consistent with and subject to the applicable Touchstone Energy Distribution License Agreement or the Touchstone Energy G & T / Regional Member License Agreement entered into between Touchstone Energy and its member cooperatives. You grant Touchstone Energy and the Development Vendor a non-exclusive license to access and use your Content and Data for the purpose of providing the services and administering the Program. You represent and warrant that all Content is your own or you have permission to upload and display it on your web site, and you agree to not upload any Content that is unlawful, objectionable, or in violation of a third party’s intellectual property or privacy rights. In addition, you agree to comply with all applicable federal, state, and local laws, rules, and regulations and industry standards (collectively, “Laws”) that may relate to your participation in the Program and use of the Web Development Services, Hosting Services, Support Services, the Content, and your collection, use, sharing, and security of the Data. This includes, without limitation, compliance with all applicable privacy and data security Laws. You shall employ and maintain security, back-up, and recovery measures appropriate for the type of Data collected through your web site to protect the Data during transmission and storage (which may include, without limitation, encryption and firewalls).

13. Joint Venture. Nothing in this Agreement creates a partnership, joint venture or agency relationship among you, us, or the third party providers of the Web Development Services or Hosting Services.

14. Notice & Points of Contact. Notices under this Agreement shall be sent by electronic mail only, delivery receipt requested, to the following addresses:

Touchstone Energy: CoopWebBuilder@nreca.coop

Cooperative:

Notices shall be deemed delivered when electronic mail is sent, unless the delivery receipt shows failure to deliver.

Points of Contact for contract management shall be the following:

Touchstone Energy:

Name: _____

Title: _____

Phone: _____

Email: _____

Cooperative:

Name:

Title:

Phone:

Email:

Points of contact are **not** for the purposes of formal Notice under this Agreement, but rather to facilitate communication for purposes effectively delivering the services provided in the Program. Points of contact information shall be kept current through Notice. If there is a change in the point of contact, parties shall provide Notice within a reasonable time.

15. Limitation of Liability & Indemnification. By entering into this Agreement and by participating in the Program, you acknowledge your understanding and agreement that Touchstone Energy is not directly providing either the Web Development Services or the Hosting Services. You understand that to use the Program, you are solely responsible for all Content that you upload through the CMS and for the security of the Data that you collect. In addition you are solely responsible for determining the suitability of the Program and services for your business purposes and the type of Data you collect. Touchstone Energy is not responsible for any unauthorized access to, unauthorized use of, or the loss or destruction of your Content or Data. You are solely responsible for use of the services by your employees, other authorized individuals, and any unauthorized person who gains access to your Data. Touchstone Energy shall not be liable to you for any claims that may arise in connection with your use of either the Web Development Services or Hosting Services. The services are provided “as is,” and Touchstone Energy expressly disclaims any and all warranties regarding the services, express or implied, including (without limitation) warranties of merchantability, fitness for a particular purpose, and non-infringement. We do not guarantee the services will be uninterrupted, always available, error-free, or secure. Further, Touchstone Energy disclaims all responsibility for any incidental, indirect, special, or consequential damages of any nature that may arise through your use of the Program services, even if you advise us of the possibility of such damages. Further, you shall save, defend, indemnify and hold Touchstone Energy, its affiliates, and their directors, officers, employees, and agents harmless from and against any and all claims, actions, demands, damages, judgments, liabilities, losses, expenses and costs of every kind, nature and description (collectively, “Claims”) which arise as a result of or in connection with your website, Content or Data, your use of the Web Development Services, Support Services or Hosting Services, or your negligence or breach of this Agreement (including, without limitation, any Claims that may be made by the Development Vendor or Hosting Vendor). While participating in the Program, you shall maintain adequate insurance coverage for all foreseeable risks associated with your website and participation in the Program, including but not limited to risk associated with copyright/trademark infringement and data security. Touchstone Energy has the right to request copies of certificates of insurance from Cooperative to ensure compliance with this Section 15. Cooperative shall honor the request by providing such certificates of insurance within five (5) business days.

16. Miscellaneous. This Agreement is the parties' entire agreement and is governed by the substantive laws of Virginia, without respect to its conflict of laws. Each party agrees that this Agreement may be executed using electronic signatures and Agreement shall have the same legally binding effect as an original paper version would have. The Agreement shall only be change, edited or amended in writing signed by all parties hereto. Any and all claims arising out of or related to this Agreement shall first be brought before a mediator selected by Touchstone Energy. If the claims cannot be resolved in mediation the parties agree to resolve the dispute in confidential binding arbitration. The arbiter shall be selected by Touchstone Energy. Both the mediation and arbitration be conducted in Arlington, Virginia, unless the parties mutually agree to an alternative location. Any action that must be brought before a court or similar tribunal to enforce the arbitration award shall be brought in Arlington County Virginia or the Federal District Court for the Eastern District of Virginia, Alexandria Division.

[OVER FOR SIGNATURE]

The Parties Agree and Hereby Execute this Agreement through the Undersigned Duly Authorized Agents of the Respective Parties, on this ____day of _____, 201__.

FOR Touchstone Energy:

Mary McLaury, COO

FOR Cooperative:

Name: _____ (print)

Title: _____

Instructions: Return original signed agreement to: Touchstone Energy Cooperative, Inc., as a PDF file to an email sent to CoopWebBuilder@nreca.coop.

Please retain a copy for your records.

CO-OP WEB BUILDER SUPPORT TIERS

RED TIER

- free website hosting, unlimited storage
- unlimited number of sites
- site monitoring services
- 24/7 site access
- choose from 5 templates
- initial consultation session to help get you started
- 1-on-1 training session
- access to collection of CWB training videos
- access to dedicated CWB Lynda.com learning plan
- access to specialized CWB training sessions
- initial transfer of existing site content
- social media feed integration options
- polling, calendar, and blog featured plug-in options
- mobile view options
- schedule when content publishes / unpublishes
- customizable webforms
- unlimited creation of webforms using the integrated webform builder
- customizable URL options
- customizable navigation options
- troubleshooting and site support from 9-5, Mon. - Fri.
- access to a library of Touchstone Energy resources
- customizable slideshows and lightbox options
- secured site and content options
- customizable user roles and permissions
- SSL integration options
- site audit prior to launch
- additional data integration and site functionality available for standard development fee of \$125 per hour
- dedicated usability testing options available

GREEN TIER

Receive 20 hours of customization work for a dedicated project with our Co-op Web Builder Support Team.

BLUE TIER

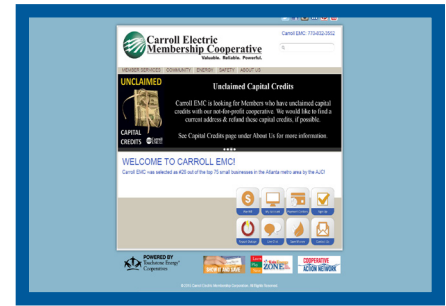
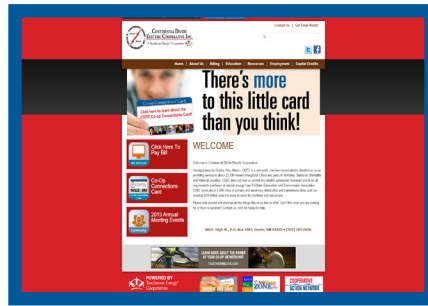
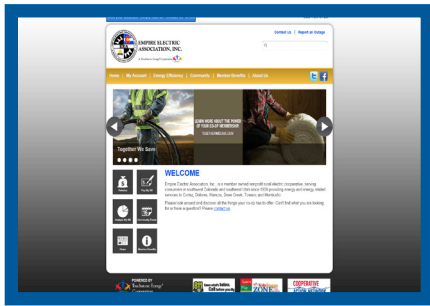
- free website hosting, unlimited storage
- unlimited number of sites
- site monitoring services
- 24/7 site access
- ability to submit content changes to CWB support staff
- choose from 5 templates
- plus portfolio of pre-crafted site options
- plus customized child page options
- initial consultation session to help get you started
- 1-on-1 training session
- access to collection of CWB training videos
- access to dedicated CWB Lynda.com learning plan
- access to specialized CWB training sessions
- initial transfer of existing site content
- provide site layout options
- social media feed integration options
- polling, calendar, and blog featured plug-in options
- customized block feed styling (blogs, calendars, news feeds, polls and social media RSS widgets)
- mobile view options
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ORANGE TIER

- free website hosting, unlimited storage
- unlimited number of sites
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- ability to submit content changes to CWB support staff
- page design creation/requests to CWB support staff
- choose from 5 templates
- plus portfolio of pre-crafted site options
- plus customized child page options
- plus customized homepage options for all your web builder sites
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CO-OP WEB BUILDER SUPPORT TIERS

RED TIER



Are you looking to quickly get started with Co-op Web Builder? Have a simple site in mind that you feel confident to manage yourself?

Our **RED TIER** support level provides you direct access to one of our pre-configured templates and all of our Touchstone Energy materials. **RED TIER** features are included as part of your Touchstone Energy member investment fees and still allow your co-op to receive the assistance you need from the Co-op Web Builder support team.

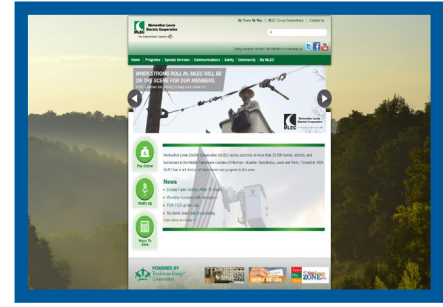
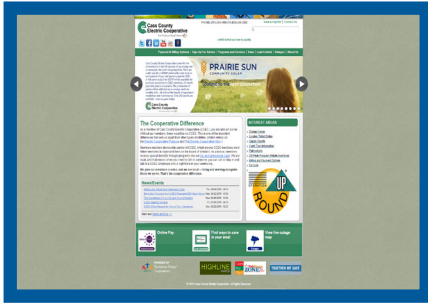
RED TIER best serves Co-op's that are very familiar with our Co-op Web Builder 1.0 platform and wish to complete any customization options by themselves. This service is included in your Touchstone Energy membership.

FEATURES INCLUDE

- free website hosting, unlimited storage
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CO-OP WEB BUILDER SUPPORT TIERS

BLUE TIER



Do you want us to build your Co-op Web Builder site for your Co-op? Need help with some customization? Want some assistance configuring your content?

Our **BLUE TIER** support level provides you all the services available at **RED TIER** plus 80 hours of customization from our Co-op Web Builder Support Team. Our dedicated staff will listen to your requests and apply web best practices to your content for materials. **BLUE TIER** support is provided on an annual basis for \$8,000 in addition to your Touchstone Energy member investment fees. At the end of your first year's commitment, your Co-op will switch to **RED TIER** support.

BLUE TIER support is provided at an annual cost of \$8,000.

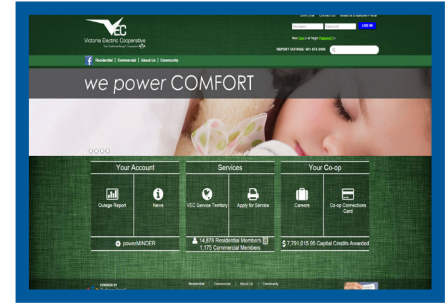
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FOR MORE INFORMATION PLEASE CONTACT US:
CoopWebBuilder@nreca.org

CO-OP WEB BUILDER SUPPORT TIERS

ORANGE TIER



Does your co-op want a fully customized site? Do you want to have unique modules or feature display? Need some help managing your sites' content area?

Our **ORANGE TIER** support level provides you all the services available at **BLUE TIER** plus 120 hours of customization from our Co-op Web Builder Support Team. Our dedicated staff will work with your Co-op to design and build a unique Co-op Web Builder site for your Co-op and help guide you through the entire process. **ORANGE TIER** support is provided on an annual basis for \$10,000 in addition to your Touchstone Energy member investment fees. At the end of your first year's commitment, your Co-op will switch to **RED TIER** support.

ORANGE TIER support is provided at an annual cost of \$10,000.

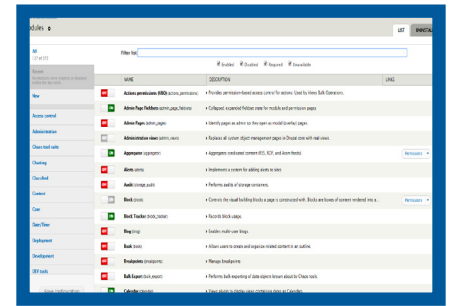
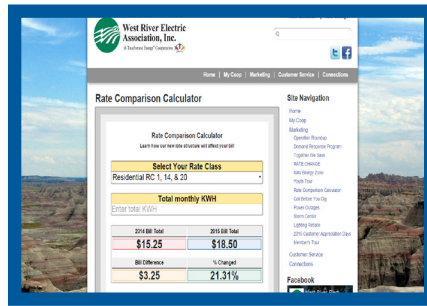
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FOR MORE INFORMATION PLEASE CONTACT US:
CoopWebBuilder@nreca.org

CO-OP WEB BUILDER SUPPORT TIERS

GREEN TIER



Need just a little bit of customization? Have a complex web form you need help with? Want to schedule a usability test of your website?

Our **GREEN TIER** support level provides you all the services available at **RED TIER** plus 20 hours of customization from our Co-op Web Builder Support Team. We'll help you take on these unique, one-time projects to improve your site

GREEN TIER support is provided at a per-project cost of \$2,000.

PROJECTS INCLUDE

- submission of assorted content changes to CWB support staff
- page design creation/requests to CWB support staff
- applying unique or pre-crafted CSS to your site
- applying unique styling to a child page
- customizing or stylizing a homepage
- conducting a usability test with your members
- customized various block feed styling (such as blogs, calendars, news feeds, polls and social media RSS widgets)
- creating a customized mobile theme
- creating a unique webform based on various configuration options
- creating customize navigation styling
- customized slideshows and lightbox options
- configuring your site's user roles and permissions, including one-time user upload
- creating a unique module such as a rate calculator or capital credits form
- applying additional data integration and site functionality as requested

FOR MORE INFORMATION PLEASE CONTACT US:
CoopWebBuilder@nreca.org



CO-OP WEB BUILDER SUPPORT TIERS

RED TIER

Included in Touchstone Energy Member Investment Fees.

BLUE TIER

\$8,000 for 80 hours of website support for 12 months of service.
Additional development work available at a cost of \$125 per hour.

ORANGE TIER

\$10,000 for 120 hours of website support for 12 months of service.
Additional development work available at a cost of \$125 per hour.

GREEN TIER

\$2,000 for 20 hours of project support for your Co-op Web Builder website.
Additional development work available at a cost of \$125 per hour.

FOR MORE INFORMATION PLEASE CONTACT US:
CoopWebBuilder@nreca.org

Exhibit C – Annual Primary Support Tier Election

Please use this form for submission to Touchstone Energy pursuant to Section 2 of the Coop Web Builder® 2.0 Agreement.

Pursuant to Section 2 of the Coop Web Builder® Agreement, [name of cooperative]
(Cooperative) hereby elects, by checking one of the following Support Tiers for the Current
Election Year starting this _____ day of _____, 201 :

- **Red** _____

- **Blue** _____

- **Orange** _____

Pursuant to Section 6 of the Agreement, payment is due with the submission of this form.

So Elected By:

Cooperative Name

By: _____

Print Name

Title: _____

Date: _____

Instructions: Return original signed agreement to: Touchstone Energy Cooperative, Inc., as a
PDF file to an email sent to CoopWebBuilder@nreca.coop.

Please retain a copy for your records.

Exhibit D – Green Support Tier Election

Please use this form for submission to Touchstone Energy pursuant to Section 2 and Section 5 of the Coop Web Builder® 2.0 Agreement (Agreement).

Pursuant to Section 2 of the Coop Web Builder® Agreement, _____[name of cooperative]_____
(Cooperative) hereby elects to receive **Green** Support Tier services on this _____ day of
_____, 201____.

Note: Payment is due with the submission of this form pursuant to Section 6 of the Agreement.

So Elected By:

Cooperative Name

By: _____

Print Name

Title: _____

Date: _____

Instructions: Return original signed agreement to: Touchstone Energy Cooperative, Inc., as a PDF file to an email sent to CoopWebBuilder@nreca.coop.

Please retain a copy for your records.

Please use this form for submission to Touchstone Energy pursuant to Section 2 and Section 5 of the Coop Web Builder® 2.0 Agreement (Agreement).

- **Red** _____

- **Blue**

- **Orange** _____

So Elected By:

By: _____

Title: _____

Date: _____

Please retain a copy for your records.

Exhibit F – Support Services Terms of Service

The Co-op Web Builder[®] Support Terms of Service are defined as follows:

- **The Co-op Web Builder[®] Support Team will be available to provide Cooperative assistance from Monday through Friday, between 9:00 am until 5:00 pm Eastern Time.**
- **The Co-op Web Builder[®] Support Team follows NRECA's holiday schedule regarding support outages and will provide email communications at least 24 hours prior to all users alerting Cooperative of any additional support interruptions.**
- **All Cooperatives are required to submit any support requests through our support team email (CoopWebBuilder@nreca.coop) or via phone at 1-800-710.7346.**
- **All support requests will be responded to within 24 hours of notice via email or phone call.**
- **Support requests are defined as fixes to the standard Co-op Web Builder[®] CMS platform.**
- **Requests outside of the standard Co-op Web Builder[®] CMS platform will be charged back to the member at a rate of \$125 per hour or as part of a previously agreed upon pool of hours within a Green, Blue, or Orange Support Tiers.**
- **The Co-op Web Builder[®] Support Team is not responsible for the ongoing support of Cooperative domain information, email support, as well as any third party software applications or services.**