# AUTHORIZATION - AGENCY LETTER

**By:** (“Customer”)

**For: NXTSYS Consulting** (“Channel Partner Agent Company”)

Customer has entered into an agreement with Channel Partner Agent Company whereby up to four (4) **total** individuals from the Customer and Channel Partner Agent Company, including the Customer representative signing this Authorization below, are permitted to act as Authorized Users on behalf of Customer in dealings with Charter Communications Operating, LLC and its affiliates, successor and assigns (“Spectrum”) in connection with the provision of communications, data, information, and other broadband services, including cable television services. Representatives of the Channel Partner Agent Company may serve only as Technical Contacts unless authorized by Customer as Full Authorized Users through this document. Customer and Customer’s employees may serve as Technical Contacts or Full Authorized Users. **No more than three total Authorized Users besides the Customer representative signing this authorization below may be added**. The Authorization granted in this letter covers such functions as more fully described below. Please check the appropriate boxes for each category in which Authorized User(s) are added.

**Technical Contact**

 **Name:       Name:       Name:**

[ ]  Schedule service and repair calls with Spectrum;

[ ]  Receive and discuss Internet Protocol and network information (e.g. configuration details) pertinent to Customer’s account; conduct technical support.

**Full Authorized User**

 **Name:       Name:       Name:**

[x]  Authorized to conduct all business on behalf of Customer, such as:

* Sign a telephone service Letter of Authorization (“LOA”) and/or Toll Free LOA
* Receive and modify CPNI details
* Obtain billing information
* Schedule service and repair calls with Spectrum
* Receive and discuss Internet Protocol and network information
* Submit on Customer’s behalf orders for additional services or changes to services (may affect pricing)

Spectrum is entitled to rely upon the signature and delivery by Channel Partner Agent Company of orders, agreements and other related documents, which shall be binding on Customer. Customer understands that parties to prior agreements with Customer may have the right to be notified separately, in writing, of Customer’s intent not to renew such prior agreements, and that there may be liabilities associated with the unilateral termination by Customer of preexisting agreements prior to their expiration.

# The appointment of Channel Partner Agent Company does not relieve Customer of any of its ultimate obligations to Spectrum under the terms of the agreement between Spectrum and Customer. Customer hereby releases and agrees to indemnify, defend, and hold Spectrum harmless from and against any damages, liability, or losses resulting from Channel Partner Agent Company’s dealings with Spectrum pursuant to this Authorization, including, but not limited to, Channel Partner Agent Company’s unauthorized disclosure of Customer’s proprietary or confidential information (including CPNI, defined below). Customer hereby waives any right or remedy against Spectrum pertaining to or arising from any such unauthorized disclosure by Channel Partner Agent Company and acknowledges and agrees that Customer shall look solely to Channel Partner Agent Company or other third parties for any such remedies or redress.

“Customer Proprietary Network Information” or “CPNI” means information relating to Customer calling details, including the quantity, configuration, type, destination and amount of communications service usage by Customer, and information contained in Customer’s bills that is obtained by Spectrum pursuant to its provision of communications service.

This Authorization shall remain in effect until revoked in writing by Customer to Spectrum.

The undersigned acknowledges that he or she has read and understands the foregoing and represents and warrants to Spectrum that he or she has full authority to execute this Authorization on behalf of Customer.

# Customer

Printed/Typed Name Signature

Title

Contact Telephone Number

Date

# CHANNEL PARTNER AGENT COMPANY

# ACKNOWLEDGEMENT

# Channel Partner Agent Company acknowledges and agrees that he or she has read and agrees with this Authorization and further shall engage with Spectrum in a manner that does not violate the terms and conditions of the service agreement between Spectrum and Customer. Without limiting the foregoing, Channel Partner Agent Company agrees that he or she may not request or receive from Customer any price markup on cable television services.

Printed/Typed Name Signature

Title

Contact Telephone Number

Date