



Authorized Third Party Policy

TPx understands that customers prefer to engage with TPx in different ways. This policy addresses circumstances where you, the customer, prefer to engage with TPx through a consultant, contractor or other agent. TPx will accommodate this type of engagement provided the customer has indicated in writing that the third party is an Account Contact. Where a customer chooses to assign a third party as an Account Contact, the following provisions apply:

- **Scope of Authorization:** Customer acknowledges, represents and warrants that (i) by designating a third party as a Customer Account Contact, Customer is expressly authorizing such third party (the “*Authorized Third Party*”) to have the same access, permissions and other authorizations otherwise granted to its employees under the same category of authorization (“*Scope of Authorization*”), (ii) the Authorized Third Party is an authorized third party of Customer as defined in the applicable EULAs referenced in the TPx-Customer Agreement, and (iii) where appropriate to act within the Scope of Authorization, or where otherwise requested by Customer, TPx may grant the Authorized Third Party administrator level user profiles in the TPx managed systems and applications.
- **Agency Risk; Authority to Bind:** Customer acknowledges that the Authorized Third Party is acting in the capacity of an agent of Customer, and that TPx will act per the requests of such Authorized Third Party. Customer further acknowledges that Customer will be bound by the actions or inactions of the Authorized Third Party. Where authorized as a Primary or Alternative Account Contact, such Authorized Third Party will have the express authority to bind customer to account changes associated with Entitlements that may lead to additional charges.
- **CPNI; Confidential and Personal Information:** Customer Acknowledges that the Authorized Third Party may have access to Customer Proprietary Network Information (as defined by the FCC) and other confidential or personally identifiable information (as defined with the TPx-Customer Agreement and Applicable Laws, respectively), and Customer consents to TPx's disclosure of such information to the Authorized Third Party.
- **Excluded Scope:** Customer represents and warrants that the Authorized Third Party will not, under any circumstances, be providing any technical support to Customer related to the TPx Services. For purposes of this policy, “technical support” expressly excludes account configuration and administration.