

If you have ordered Social Engagement Gold or Platinum, you agree to the Digital Ads and Services Terms and Conditions and to the following additional terms and conditions. Capitalized terms used but not defined in these terms and conditions will have the same meaning given in the Marketing Services Agreement.

1. The Social Engagement Gold and Platinum packages (the "Services") both include a dedicated social media expert, a strategic social media roadmap, the creation and management of a Facebook Page, a custom Facebook Tab, a fan outreach campaign, and resources to help enhance and manage your social media presence such as professionally written content and monthly reporting. If you purchased the Platinum package, you also receive the creation and management of a Twitter, Foursquare, LinkedIn, Google+ or any additional business listing profile and page that includes pertinent business information. You authorize us to establish, post content to, maintain, manage, modify, and access third-party social media sites and properties on your behalf.

2. Client responsibilities for the Services:

- a. You must assist us with helping you claim your social media pages and assign us or our third party vendor as an authorized administrator for the Services which may include providing us your email address.
- b. You must provide us or our third party vendor current and up-to date content needed for the creation or management of your profile and pages. This may include basic information, photos, videos, profile image, and offers.
- c. You agree to comply with any requirements or terms of use of the social media sites, including requirements related to our access to the Services on your behalf.

You understand that if you do not fulfill these responsibilities by the deadlines we set, we cannot provision the Services but billing may begin.

4. THE DEX MEDIA CONTENT IS MADE AVAILABLE TO YOU ON AN "AS IS" BASIS, WITHOUT ANY WARRANTIES OF ANY KIND, AND WITHOUT ANY REPRESENTATIONS OR GUARANTEES. DEX MEDIA AND ITS AFFILIATES HEREBY DISCLAIM ALL WARRANTIES, REPRESENTATIONS AND ENDORSEMENTS, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ALL IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE AND NO INFRINGEMENT WITH REGARD TO THE DEX MEDIA CONTENT. NO ADVICE OR INFORMATION GIVEN BY DEX MEDIA, ITS AFFILIATES OR THEIR RESPECTIVE EMPLOYEES, OR OTHERWISE POSTED ON THIS WEBSITE, SHALL CREATE ANY WARRANTY.

5. You understand that a third party vendor may assist us with the fulfillment and management of the Services.

6. You understand social media site/property owners may change any aspect of their social networking site, including their pages, at any time without notice. We are not responsible for monitoring the content on social media sites.

You agree to comply with any requirements or terms of use of the social media sites, including requirements related to our access to their properties on your behalf. No affiliation with, or endorsement by, these owners is implied.

7. We may at our sole discretion modify the content of your Services to conform to the requirements of, or to utilize the features of a third party vendor's requirements or social media sites. We may delete, modify, expand, or utilize data or content or add links to, your Service's content, website, business profile, or other materials you provide. You understand the third party vendor and social media site requirements and restrictions may apply.

8. If your Service is not renewed, the Service will terminate at the end of the term, and the content related to this Service may be removed. In addition, if we create an email account in relation to the Service, we maintain ownership in that email and will not release it.

9. You agree that we have no liability to you or any third party for any content posted by us or our third party vendors.