

<b>Provision</b>	<b>Section in Area Development Agreement</b>	<b>Summary</b>
		they comply with State law). Any other promises are not enforceable.
u. Dispute resolution by arbitration or mediation	12.1	Except for a few types of claims, all disputes are resolved through mediation, and/or binding arbitration at a neutral site in the county in which our then current headquarters is located; limited rights of appeal and pre-trial discovery; and limitation of types of damages.
v. Choice of forum	12.1	Face-to-face meeting, mediation, arbitration and litigation at a neutral site in the county in which our then current headquarters is located. Please see the state-specific addenda to the Disclosure Document in Exhibit H and the Franchise Agreement.
w. Choice of law	12.1	Laws of the State of Florida apply, but Federal Arbitration Act preempts.

## **ITEM 18. ARRANGEMENTS WITH PUBLIC FIGURES**

We do not use any public figure to promote our franchise.

## **ITEM 19. FINANCIAL PERFORMANCE REPRESENTATIONS**

The FTC's Franchise Rule permits a Franchisor to provide information about the actual or potential financial performance of its Franchised and/or Franchisor owned outlets, if there is a reasonable basis for the information and if the information is included in this disclosure document. Financial performance information that differs from that included in item 19 may be given only if: (1) a Franchisor provides the actual records of an existing outlet you are considering buying; or (2) a Franchisor supplements the information provided in this Item 19, for example, by providing information about possible performance at a particular location or under particular circumstances.

We do not make any representations about a franchisee's future financial performance or the past financial performance of our company-owned, affiliate-owned, commonly-owned businesses, or franchise outlets. We also do not authorize our employees or representatives to make any such representations either orally or in writing. If you are purchasing an existing outlet, however, we may provide you with the actual records of that outlet. If you receive any other

financial performance information or projections of your future income, you should report it to the franchisor's management by contacting the Franchise Administration Department at 3000 South West 4<sup>th</sup> Avenue, Fort Lauderdale, FL 33315, the Federal Trade Commission, and the appropriate state regulatory agencies.

#### ITEM 20. OUTLETS AND FRANCHISEE INFORMATION

**Table 1**  
Systemwide Outlet Summary  
For Year 2021, 2022 and 2023

Outlet Type	Year	Outlets at the Start of Year	Outlets at the End of Year	Net Change
<b>Franchise</b>	2021	33	37	+4
	2022	37	46	+9
	2023	46	62	+16
<b>Company-Owned*</b>	2021	3	8	+5
	2022	8	10	+2
	2023	10	7	-3
<b>Total Outlets</b>	<b>2021</b>	36	45	+9
	<b>2022</b>	45	56	+11
	<b>2023</b>	56	69	+13

- \* There are three company stores and DrPhoneFix, Inc., operates four locations and previously entered into two (2) licenses to operate a business using our trademarked name outlined in Exhibit "B".

**Table 2**  
Transfers of Outlets  
From Franchisees to New Owners  
(Other than the Franchisor)  
For Years 2021, 2022 and 2023

State	Year	Number of Transfers		State	Year	Number of Transfers
Florida	2021	5		<b>TOTALS</b>	<b>2021</b>	<b>5</b>
	2022	6			<b>2022</b>	<b>6</b>
	2023	2			<b>2023</b>	<b>2</b>