

ISP PAYMENT POLICY

Payment in Advance: The Initial setup fee and payment for the term of service be made in advance of the creation of the account. Setup fees are non refundable.

Monthly Processing Schedule: All accounts are due on the 25th of each month prior to the month of service. Email reminder notices are sent to all users, to your primary username email address by default. If you would like to have your reminders messages sent to another address, please update this information by emailing our Customer Service department. Accounts that are billed to preauthorized credit/debit cards or debited electronically from a checking account are processed around the 20th of each month, to ensure we have time to contact you by email in the event there is an error processing your payment.

Customers are responsible for monthly remittance of their service fees regardless of errors in transport of a standard post office or email delivered invoice. We expect all subscribers to be aware of their term of service and to pay when due, even in the event of a lost email or postal service mailing.

Forms of Payment: Payment for services can be made with VISA, Master Card, Discover and American Express credit/debit cards. We also accept Money Orders, and business or personal checks. Cash is accepted via personal delivery only.

Due Date: Accounts are due on the 25th of each month prior to the month of service. Any setup fee, prorated fee (service started mid billing cycle), past due amounts, the current month, and any late fees of the billing cycle are due no later than 5:00 PM (PST) on the last day of each month to avoid automatic suspension.

Suspended Account Policy: If the full amount due is not received by 5:00 PM (PST) on the last day of each month, service will be suspended.

Billing Discrepancies Policy: Any discrepancies with the billing must be presented in writing, or submitted by email within 30 days. Such notification shall NOT relieve the obligation to make all payments included amounts disputed by the due date. We keep accurate records, but mistakes can happen. If a mistake is determined, we will make it right.

Account Accuracy Policy: Each subscriber is expected to maintain accurate records with our service. Please inform our staff of any changes in your account or payment status, including renewal of your credit/debit card.

Returned Check Policy: All checks returned by a subscriber's bank for insufficient funds will be re-submitted for payment. A \$25.00 returned check fee will be charged to your account. After receiving a returned check from a subscriber, we may require that all future payments be made by credit card, money order or cashier's check. This includes electronic check payments.

Cancellation Policy: Although we would like you to remain a customer forever, we realize that there are situations, which you may want to cancel your service. All cancellations requests may be submitted by email or by calling Customer Service. Cancellation requests MUST be received prior to the beginning of the next billing cycle. If your account is set up for automatic payment, cancellation requests must be received before the 15th of the month to avoid additional charges to your account.

NON-USAGE OF AN ACCOUNT IS NOT PROOF OF CANCELLATION OF SERVICE. Subscribers are responsible for full payment on all accounts whether or not the account is ever utilized until such time as the account is cancelled by appropriate notice.

Refund Policy: There are no refunds for your account setup fee, the current month's or any previous month's membership. If you have prepaid for additional months of membership, you may be entitled to a refund for subsequent prepaid months.

Refund for paid ahead time will be refunded upon cancellation of account.

Termination Policy: We reserve the right to terminate accounts for not using an account in accordance with our terms and conditions, billing policies, privacy policies, or our Acceptable Use Policy also referred to as the EULA (End User License Agreement).

Accounts that are discovered which blatantly abuse our acceptable use policy regarding SPAM will be charged a \$100/hourly network administrative fee and be terminated immediately.

Any terminated account must be paid in full before reactivation. Setup fees will also apply to accounts that expect to be recreated.

Your utilization of our services constitutes your express agreement to abide by our policies, and the End User License Agreement posted on our website, <http://template.userservices.net/terms> which may be changed from time-to-time, at our sole and absolute discretion.