

ALPHA ENTERPRISES LIMITED, INC.
d/b/a ALPHACOMM.NET

DIAL-UP SERVICE BILLING POLICIES
EFFECTIVE APRIL 5, 2007

Standard Billing: AEL's subscriber invoices are mailed on the 1st of the month. The payment is due by the 11th of the month.

Standard Internet Monthly, 3-Month, 6-Month, and 12-Month Subscriptions: Standard Internet accounts have unlimited access. The 3-month, 6-month and 12-month plans are discounted from the monthly rate.

Minimum Billing: A customer on a monthly billing plan who decides to disconnect the service after he/she has subscribed and had an account activated and billing records created is liable for one month's billing charges for the specific service ordered.

Late Payments: If an account becomes delinquent and is placed on hold, the account balance plus a \$10.00 service charge must be paid in full before service will be restored. If an account remains on hold for more than 60 days, it will be disconnected and a \$20.00 account restoral service charge will be billed. The account balance, plus all service charges, must be paid in full before service will be reinstated.

Termination Due to Non-Payment: If AEL does not receive payment when due, your account will be placed on hold and terminated after 60 days. Termination of your account does not remove your responsibility under this agreement to pay all fees incurred up to the date the account was cancelled, including any and all collection fees incurred by AEL.

Non-Sufficient Funds (NSF) Checks: If AEL receives a NSF check from a bank, the check will be returned to you for replacement. AEL will not resubmit the check to the bank a second time. Your payment record will be reversed and the account will be charged a \$25.00 fee for each non-sufficient funds occurrence. **Note:** A second NSF event will require that you make all future payments by cash, cashier's check, or credit card.

Occasional User 10-Hour Accounts: The Occasional User 10-Hour account billing is mailed on the 1st of each month. Any usage over the 10-hour limit during the previous 30 days will be billed at a \$1.00 per hour. At the point the occasional user monthly rate plus overage charges reaches the rate for standard Internet access (\$19.45), the account will be billed as a standard account, and unlimited usage will be allowed for that month. If an account is consistently over the 10-hour limit, the account is subject to review, and may be reclassified as a standard account. **NOTE:** The occasional user account is available strictly as a monthly billing plan and is not available in 3-, 6-, or 12-month billing packages.

Online Payment Services: If you choose to pay by credit card, you may do so on Alphacomm.net's Home page. Click on the "Pay Bill Online" button. Visa, MasterCard, and Discover credit cards are accepted. All transactions are conducted from VeriSign Inc.'s secure website. **NOTE:** AEL does not accept credit card payments by telephone to protect AEL and the customer from potential identity theft.

Voluntary Hold Status: If you choose to place your account on voluntary hold for a temporary period of time due to extended vacationing or seasonal residential moves, no service charges apply at the time of disconnection. The account is made inactive, and the email account is removed. A reconnection fee of \$5.00 will apply. If you choose to continue your email service only, a \$5.00 monthly fee applies.

Upgrade in Service to DSL: If you choose to upgrade your service from dial-up to DSL, AEL will credit all unused days or months of service in your current billing contract. The credit balance will be

transferred to any balance incurred during the upgrade to DSL. Any past due balances owed on the current dial-up service account must be paid prior to the upgrade.

Cancellation of Service by AEL: AEL reserves the right to cancel your service at its discretion and will reimburse you for any unused fees on a pro-rata basis wherever appropriate.

Cancellation of Service by Subscriber: You may cancel your account at any time upon prior written notice or by telephone request. You are responsible for any fees incurred up to the date of termination of service. AEL will reimburse you for any unused fees other than those for the month that the service cancellation was given to AEL.

Early Termination of a Billing Service Package: Should you opt to cancel a three-, six-, or 12-month billing package prior to the end of the contract period, your billing will be recalculated at the monthly billing rate of \$19.45 for the time period service was used, and the balance will be reimbursed to you, less a one-month early termination fee of \$19.45. **NOTE:** Does not apply to an upgrade in service to DSL.