

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

**DSL 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.

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 \$20.00 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 \$25.00 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. The 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.

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:** In order to protect the company and the customer from potential identity theft, AEL does not accept credit card payments by telephone.

Data-Only DSL Service (DSL Service Without Purchasing Telephone Service): AEL purchases DSL service from Upper Peninsula Telephone Company on a voice and data wholesale basis in accordance with the National Exchange Carriers Association, Inc. Interstate Tariff F.C.C. No. 5. Under this tariff, data only Internet service is priced under a different methodology. Therefore, if you wish to have DSL service without telephone service, AEL will bill under the appropriate methodology in accordance with the FCC.

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 \$15.00 will apply. If you choose to continue your email service only, a \$5.00 monthly fee applies.

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: You may cancel your account at any time upon prior written notice or by telephone request. The monthly charge for the month in which service is terminated shall be forfeit as a cancellation charge. In the event of early cancellation of a one-year term service commitment, the additional cancellation charge will equal the amount of the unpaid contract price. If you purchased service together with an equipment promotion, additional termination charges will apply.