

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

**DSL SERVICE BILLING POLICIES
EFFECTIVE MAY 11, 2010**

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.

Disconnection for Non-Payment: If AEL does not receive payment when due, your account will be placed on hold and terminated after 60 days. The account balance plus a \$20.00 service charge must be paid in full before service will be restored. 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 and MasterCard credit cards are accepted. All transactions are conducted from VeriSign Inc.'s secure website.

Data-Only DSL Service (DSL Service Without Purchasing Telephone Service): AEL purchases DSL service from Upper Peninsula Telephone Company using their regulated facilities on a voice and data wholesale basis. This enables us to offer Internet access to our customers at a discounted rate. If a subscriber wishes to have DSL service without telephone service, this discounted rate no longer applies, and non-regulated rates will apply for the data-only service. AEL is a non-regulated company.

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. In the event of early cancellation of a one- or two-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.