



Cruziointernet

Velocity DSL Terms of Use

Agreement to terms of Cruzio Internet Master Services Agreement and Works Terms of Use also required.

1. Telephone Service

1.1 Cruzio Velocity and DSL services are inextricably tied to your voice telephone line. Any changes or interruptions to your telephone service could result in disruption of your Velocity or DSL service. Velocity and DSL customers must maintain a Sonic Fusion or AT&T telephone service in continuous working order to maintain the Velocity or DSL circuit. Any action, or inaction, resulting in the Sonic Fusion or AT&T telephone service being disconnected or changed (including changing the name associated with your AT&T service) will result in loss of DSL service.

1.2 Fusion voice telephone service is provided by Cruzio, The Internet Store, Inc. under agency for Sonic Telecom. If you have a complaint, you may contact Sonic Telecom at 1-888-766-4233. If you have a complaint that we cannot resolve, you may write the California Public Utilities Commission at Consumer Affairs Branch, 505 Van Ness Ave., San Francisco, CA 94102, or online at <http://www.cpuc.ca.gov/puc/>, or call 1-800-647-7570 or TDD 1-800-229-6846.

2. Velocity and DSL Speeds

Velocity and DSL speeds can vary depending on location, line quality, inside wiring, Internet traffic, and other factors beyond the control of Cruzio Internet. Some line stabilization may be necessary for DSL service. Stabilization could include the lowering of provisioned line speed.

3. Payment Obligations

3.1 If you have the Velocity Internet/Fusion Phone service, you are required to have a current credit card or ACH on-file with Cruzio in order to submit payments. You will be pre-billed 21 days in advance. Payment is due between the 1st and 4th of every month. Late fees may apply if payment is not received by the 5th. Accounts are in default if payment is not received by the 15th and may be suspended and are subject to termination. Velocity Internet will be interrupted after 15 days for non-payment.

For information about Fusion Phone taxes and fees, please visit:

http://www.cruzio.com/index.php?option=com_smf&Itemid=38&topic=697.0

For information about Fusion Phone international rates, please visit:

http://www.cruzio.com/index.php?option=com_smf&Itemid=38&topic=698.0

For information about Fusion Phone codes, please visit:

http://www.cruzio.com/index.php?option=com_smf&Itemid=38&topic=696.0

3.2 For non-Velocity DSL customers, payment is due within 15 days of the account anniversary each period. Late fees may apply if payment is not received within 25 days of its due date and account may be suspended and is subject to termination. Please refer to the Master Services Agreement for further details.

Customer Name/Customer Representative (PRINT)

Signature

Date