



Terms & Conditions

SpeedNet, LLC voice over IP (VOIP) is not regulated telephone service. The service will not work without a "device" properly programmed to reach SpeedNet' LLC's (referred to as SpeedNet in this document) network operation center. Rather VoIP is an enhanced software telecommunication's service. The software converts voice messages into digital Internet Protocol language and sends the message over the Internet where it is re-assembled into an analogue voice message. This service requires that the customer have high-speed/broadband Internet connection. Since the calls are sent over the Internet, SpeedNet is not responsible for the security or quality of the service. This service is sold in strict compliance with all of the terms and conditions posted on the SpeedNet web site addressed at www.SpeedNetllc.com/voip under the terms and conditions button and incorporated by reference herein as though same is typed into this document word for word. The customer represents that he/she has read and understands such referenced terms and conditions. This representation is material and relied upon by SpeedNet in furnishing the service and the customer agrees that SpeedNet would NOT furnish this service without his/her said representation.

911 Service. SpeedNet makes NO representations that SpeedNet Telephone is equal to existing telephone service that supports 911 services, or the quality of the customer's local emergency services or emergency numbers. 911 services available via SpeedNet Telephone are limited by the geographic area serviced by SpeedNet. SpeedNet makes no recommendation as to whether the customer should disconnect any of his land line telephone lines. Customer agrees SpeedNet and its vendors are not liable for any damages under any theory or law or in equity for any failure of the service to reach 911 emergency personnel. Customer is required to sign the SpeedNet Telephone 911 Registration Form.

This plan is for normal residential voice service. Customer abuse is defined as use of the service for any commercial or governmental activities, profit-making, or non-profit, including but not limited to home office, business, sales, tele-commuting, tele-marketing, autodialing, continuous or extensive call forwarding, fax broadcast, fax blasting, or any other activity that would be inconsistent with normal residential voice usage patterns. This also means customer is not to re-sell or transfer the service or the device to any other person for any purpose, or make any charge for the use of the service without advance express written permission from SpeedNet.

The cost of the plan is \$29.95 per month for service alone. All local and 1+ dialing to other numbers in the domestic, continental United States and Canada are included in such price, along with one voice mail box, and features. International calls are billed in addition at the rate specified under the international rates button posted on the SpeedNet website www.speednetllc.com/voip in whole minute increments. 800, 866, 877 or other toll free numbers are available at a rate of \$4.99 per month with first 100 minutes free and overage minutes billed at 4.9 cents per minute in whole minute increments. The service does not support charges billed to any telephone number associated with the number associated with the service, such as collect calls, third party calls, etc. This policy prevents so-called "slamming" a practice of adding such authorized or fraudulent charges to your invoice. The calls NOT included in the \$29.95 price will be billed monthly.

At the present time, there are No taxes on internet service in Michigan. However, this could change and when and if same are levied, SpeedNet will have to comply and will bill same without having to give prior notice.

No employee, agent, contractor or independent contractor of SpeedNet or its affiliates has any authority to change the terms of this application form or the VoIP terms and conditions. If there is a discrepancy between this application and the terms and conditions on SpeedNet's website, the website terms and conditions control this document.

All services not included in the plan price of \$29.95 per month are also sold pursuant to the terms and conditions of the standard toll service agreement, glossary, and rates posted on the company web site under the tariff/agreement button at www.SpeedNetllc.com; all terms and conditions of which are incorporated by reference herein as though set forth in this agreement word for word.

The service will not work without a customer premises Device, sold separately. FX lines are a separate product and are sold at the monthly recurring rate of \$4.99 per number. An FX line is a phone number in a different local calling area than your residential calling area. It allows persons in another local calling area to call you with local call charges. Ex., if your mother lives in Alpena and you live in Saginaw, SpeedNet would provide you with a FX number that is local to Alpena. Your mother calls for the price of a local call and can talk to you without incurring toll charges.

For security reasons as a customer of SpeedNet VoIP, you will be required to give unique information (i.e. Mother's Maiden Name or Last Four Digits of Social Security Number) as a security code to discuss any credit card information, billing or payment history.

Customer Signature: _____

Date : _____