



HIGH-SPEED WIRELESS INTERNET & TELEPHONE

A SpeedConnect Company

Iowa-Illinois Telephone Terms & Conditions

SpeedConnect's voice over IP (VOIP) is not regulated telephone service. The service will not work without a "device" properly programmed to reach SpeedConnect, a SpeedConnect LLC Company's (referred to as SpeedConnect 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 reassembled 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, SpeedConnect 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 SpeedConnect web site (www.speedconnect.com) under the "Download" tab 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 SpeedConnect in furnishing the service and the customer agrees that SpeedConnect would NOT furnish this service without his/her said representation.

911 Service. SpeedConnect makes NO representations that SpeedConnect 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 SpeedConnect Telephone are limited by the geographic area serviced by SpeedConnect. SpeedConnect makes no recommendation as to whether the customer should disconnect any of his landline telephone lines. Customer agrees SpeedConnect 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 SpeedConnect Telephone 911 Registration Form.

If Customer chooses to get a new SpeedConnect telephone number, SpeedConnect makes no guarantee that the number is considered local in home area. Customer understands that we are not a telephone company and some local area exchanges are not available to SpeedConnect.

This plan is for normal residential and commercial voice service. Customer abuse is defined as telecommuting, telemarketing, autodialing, continuous or extensive call forwarding, fax broadcast, fax blasting, or any other activity that would be inconsistent with normal 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 SpeedConnect.

The cost of the plan is included with our Platinum Residential and Commercial internet service plan. 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 standard features. International calls are billed in addition at the rate specified under the international rates button posted on the SpeedConnect website www.SpeedConnect.com 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 Platinum Residential and Commercial internet service plans will be billed monthly.

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

No employee, agent, contractor or independent contractor of SpeedConnect 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 SpeedConnect's website, the website terms and conditions control this document.

All services not included in the monthly plan price 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 service agreement button at www.SpeedConnect.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 or rented 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 Iowa City and you live in Davenport, SpeedConnect would provide you with a FX number that is local to Iowa City. 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 SpeedConnect 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's printed name)

(Customer's Signature)

(Today's date)