



HIGH-SPEED WIRELESS INTERNET & TELEPHONE

Statement of Telephone Disclosure

1. Fee Structure

The monthly fee is a flat rate for all calls within the continental United States and Canada (Alaska and Hawaii are excluded). There will be a one-time port forwarding fee of \$25.00 and will be billed upon completion of the porting process. The porting process can take up to 45 days depending on the current phone provider. The type of service installed will determine which equipment will be used. The following charges are for the phone modem:

<u>Price</u>	<u>Type of Phone Modem</u>
\$89.00 plus tax	Linksys/Cisco Phone Adapter
\$99.00 plus tax	Arris Telephony Modem
\$189.00 plus tax	Huawei/Alvarion Modem

The above pricing structure is the individual cost of the modem. If the customer signs up for service at the time of installation the cost of the modem will be waived. SpeedConnect covers warranty with our equipment replacement plans. Warranty plans may vary please contact a SpeedConnect representative for more details.

2. Features

SpeedConnect's Telephone does not support all telephony features. (A list of features can be printed off our website at www.speedconnect.com in the Downloads tab, based on the state in which you reside.)

The following features are not officially supported:

- a) Faxing
- b) Satellite Interactive Functions or Updates
- c) Security Alarm Systems
- d) Medical Alert Systems
- e) Caller ID with Name
- f) Area Code Dial Plan (This option varies on the equipment used.)

Some of these features may work with your SpeedConnect Telephone service, but are not guaranteed to function in any way, and are not supported by our technical support staff.

3. Back feeding

You have the option to bypass your current phone provider's D-Mark box. This process depends on how you would like to utilize the phone service within your home. You can wait until the current provider disconnects your service before back feeding the rest of your house. If you sign up for SpeedConnect Telephone upon internet installation a professional will install the service free of charge.

4. Agree to the SpeedConnect LLC Telephone Terms and Conditions.

5. Agree to the SpeedConnect LLC Telephone 911 disclaimer.

Customer Signature: _____ Date: _____



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VoIP Telephone Terms of Service

SpeedConnect LLC's Voice over IP (VoIP) is not a regulated telephone service. The service will not work without a "device" properly programmed to reach SpeedConnect LLC'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 re-assembled into an analog 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 addressed at www.speedconnect.com under the Downloads menu 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 land line 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 the customer chooses to get a new SpeedConnect telephone number, SpeedConnect makes no guarantee that the number is considered local in your home area. The customer understands that we are not a telephone company and some local area exchanges are not available to SpeedConnect.

Plan pricing includes all local and 1+ dialing to other numbers in the domestic, continental United States and Canada, along with one voicemail box, and standard features. International calls are billed in whole minute increments at the rate specified on the international rates sheet located in the Downloads menu of the SpeedConnect website at www.speedconnect.com. 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 Basic, Commercial, or Platinum price will be billed monthly.

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 the 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.

Taxes are charged based on your state tax requirements. SpeedConnect is required to comply with any and all state or local tax laws in all areas SpeedConnect services.

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 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 Download menu 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 separately. FX lines are available in certain areas as a separate product. 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. 800, 866, 877, or other toll free numbers are also available in certain areas. Details about FX numbers and toll free numbers can be obtained from a SpeedConnect representative.

For security reasons, as a customer of SpeedConnect VoIP, you will be required to give unique information (i.e. Driver's License Number 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: _____



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Emergency 911 Registration Form

The undersigned understands that SpeedConnect LLC can only provide 911 services in certain locations, and that SpeedConnect LLC must suspend all service should the device be physically relocated to an address where SpeedConnect LLC cannot provide 911 services.

The street address listed below is the registered location and is the address that will be reported to the 911 system. The VoIP subscriber, and only the subscriber, has the absolute duty and right to notify SpeedConnect LLC of any change in the registered location.

The undersigned further understands that the 911 service provided by SpeedConnect LLC is limited by comparison to traditional E911 telephone service. VoIP calls travel over the Internet and can be slowed in cases where there is a broadband connection failure, degradation of bandwidth or the Internet in general, denial of service attacks, worms, hackers, other cyber-attacks, viruses or any other known or unknown conditions that interfere with the speed or capacity of the Internet or the subscriber's ISP service, loss of electrical power at the registered location, or delays that may occur in making a registered location available in the E911 database.

SpeedConnect LLC VoIP calls may not be routed over a dedicated 911 network. VoIP calls may not be routed to the correct 911 center and/or may not be answered with the same priority as other 911 calls. Caller information (phone number and address) may not be displayed for the 911 center for VoIP.

SpeedConnect LLC 911 service will not work if the subscriber's service is suspended for lack of payment or a breach of SpeedConnect LLC's terms and conditions of use, or if the VoIP device is damaged or becomes defective.

<input type="checkbox"/> Business	<input type="checkbox"/> Residential
Business or Homeowner name:	
Address:	
City:	
State:	Zip:
Township:	County:

SpeedConnect VoIP phone number(s): _____

Signature: _____

Printed name: _____

Date: _____



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SpeedConnect, LLC
Number Porting Authorization Form
LOA

Date: _____

To: _____
(current telephone provider)

From: _____
(customer name) **

RE: Letter of Agency

The undersigned hereby authorizes SpeedConnect LLC, and their authorized agents, to port the telephone number(s) listed below for:

(street address)

(city) (state) (zip)

Phone Number Authorized for porting to SpeedConnect LLC:

(area code & phone number)

<u>Office Use Only</u>
Subscriber Number:

Authorized by:

Signature: _____

Print Name: _____

Date: _____

Administration fee of \$25.00 per line will be applied to your account.

***Please note that the porting process can take up to 45 days to complete. Your account with your current provider must remain active and in good standing during this time.**

****Please attach the front page of your most recent phone bill with this form. The name and signature on this form should match the name on the account of the phone bill from the current provider.**