

Veloxinet Terms of Service

These Membership Terms and Conditions (further to Member's "Agreement") are agreed to by and between Veloxnet, Inc (Veloxinet) and the Member. In consideration of the mutual agreements and covenants set forth herein, the parties agree as follows: Members should check this Agreement regularly as Veloxinet may change it to take on new issues that may arise in connection with members of the services or the way Veloxinet provides the services. The most up to date version of the Agreement will apply to member use of the services.

1. Accounts and Service

Veloxinet shall provide the Member with an account (the "Account") on Veloxinet's network, which will allow the Member to access the Internet on the terms set forth herein, as may be amended from time to time by Veloxinet. Member's Account will include access to the World Wide Web, electronic mail ("e-mail"), and other Services commonly associated with the Internet (collectively, "Services").

2. Payment

Member shall pay all fees, including the Monthly Service Fee, Installation Fee, and any other fees. Some non-contracted fees are subject to change without notice.

A. Method of Payment: All Services are prepaid. Veloxinet reserves the right to collect the monthly payment in advance. Certain billing methods used by Veloxinet may require additional fees.

3. Term, Termination Fee, and Moving Cancellation Policy

Veloxinet will enable Member's Account upon the date (the "Commencement Date") of Veloxinet's installation. Member shall promptly notify Veloxinet in writing, by e-mail, or by mail to make necessary changes to Member's Account information, such as changes in address, telephone number, payment information, or passwords. Unless Member chooses a Month-to-Month service option the Member's initial Agreement shall have a term of 24 months from the date of installation. At the end of the initial 24-month term, this Agreement will automatically convert to a Month-to-Month service and shall be charged at the current Month-to-Month rate. To terminate a Member must advise Veloxinet at least thirty (30) days prior to the date that they wish to terminate the Service. If Member terminates this agreement Veloxinet will assess a termination fee equal to the unpaid balance of the term for Services based upon the number of months left in the Service Agreement.

If a Member moves during the term of their Service Agreement they will provide Veloxinet thirty (30) days prior notice with a copy of new address and proof of address change and the following policies will apply:

A. If Veloxinet can provide service at the new address the service will be transferred to the new address for the remainder of the Service Agreement Term and a move fee will be assessed. If the Member wishes to not continue service standard cancellation policies will apply.

B. If Veloxinet cannot provide service at the new location the Member will be allowed out of the remainder of the contract after a de-installation of equipment is performed by a Veloxinet technician. If Veloxinet is unable to retrieve customer's equipment in good condition and working order the Member will be charged for the Veloxinet owned equipment a onetime additional fee of \$500.00.

4. Connectivity, Reconnection and Collections

As a Member of the Veloxinet Service, connection is subject to disconnection upon: (a) Delinquent payment amount twenty-five (25) days into any given month; or (b) detected illegal or unacceptable behavior. No credit shall be available for difficulties such as Customer equipment failure, internet congestion, Acts of God, or other causes beyond Veloxinet's reasonable control. Veloxinet's records and data shall be the sole basis for all calculations and determinations.

Member's whose accounts are in delinquent status as defined above will incur a finance charge of 15% APR. Veloxinet may also charge a disconnection fee each time delinquent status occurs and an Administration fee which is separate from the finance charges.

A delinquent Member, as defined above, may correct their infraction of this agreement based on Veloxinet Solution's sole discretion. Upon a determination that the Member is no longer delinquent or in violation of policies Veloxinet will reconnect the Member and may charge an additional twenty five dollar (\$25.00) reconnection fee.

Delinquent Member accounts not corrected shall be sent to Collections for any unpaid balance of the Service Agreement. Veloxinet charges a collection fee of One Hundred Twenty Dollars (\$120.00). Additionally, if Member equipment is not uninstalled by Veloxinet, in good working order as determined at Veloxinet's sole discretion, the Member will have Five Hundred Dollars (\$500.00) appended to total Collectable Amount.

5. Member Account

The only authorized person of this account is the member and the member must comply with this Agreement and the Acceptable Use Policy. Members should keep their password confidential so that no one else may access the services through the member's account. Please notify Veloxinet immediately upon discovering any unauthorized use of the Member account.

Additionally, upon signup Veloxinet shall require from each Member one of the following: Driver's License ID number, State Issued ID number, Social Security number or Federal Tax ID number.

6. Equipment Ownership, Tampering and Security

All equipment installed by Veloxinet, it's contractors or agents, is the sole property of Veloxinet and no rights or ownership are conveyed to the Member.

Member is solely responsible for their equipment's security; it is the member's responsibility to ensure they are protected against hacking, viruses, and all other risks. Veloxinet recommends that each member install Anti-Virus, Spyware and Spam Blocker software and will not be liable for any computer issues arising from lack of such software. It is the Member's sole responsibility to provide their own adequate lightning protection of all their equipment; including but not limited to: Member router, computer, Ethernet card, wireless cards. Veloxinet is not liable for any loss or damage to the member's equipment. Additionally, Member is not to tamper with the External Network Interface that belongs to Veloxinet. If tampering is determined to have caused problems with equipment the customer will be charged a minimum \$65.00 for each half hour to repair equipment up to a maximum of \$600.00 for replacement equipment.

7. Damaged Equipment

Equipment owned by Veloxinet is to be protected by the home or business owner. This can be covered under the owner's property insurance. In the event of a lightning strike, tornado or other event causing destruction of the equipment it will be the responsibility of the customer to compensate Veloxinet up to the full replacement value of the equipment. Veloxinet will assist the customer with a written letter for them to present to their property insurance company in this event. In no way does damaged equipment release the customer from their contractual obligation. Veloxinet will install new equipment and continue billing as normal for the length of the contract. The customer is expected to pay for the damaged equipment in full within thirty (30) days or risk being classified as delinquent.

8. Amendment

Veloxinet reserves the right to change the terms and conditions of this Agreement and/or any collateral agreements referenced herein, including the Acceptable Use Policy and the Billing Policy, by notifying Member on the Veloxinet Web site at least 30 days in advance of the effective date of the change. Continued use by the Member after the effective date constitutes acceptance of the new terms and conditions.

9. Disclaimer of Consequential Damages

In no event will Veloxinet or its network Services suppliers be liable for any damages, including, but not limited to loss of data, loss of revenue or profits, or for any other special, incidental, indirect or consequential damages, arising out of or in connection to the use of or inability to use Services or products provided hereunder.

10. Survival

This Provision entitled Survival and any provision in all Veloxinet agreements or policies which references 'Indemnification', 'Limitation of Liability', 'Limitation of Damages,' and 'Warranty Disclaimers' shall survive the termination of the Agreement.

11. Limitation of Liability and Indemnification

Veloxinet nor its affiliates will be liable for any loss of data or damage to hardware that occurs during installation of or any service performed on a computer in support of Veloxinet Services. The Member further agrees that Veloxinet and/or its contractors or affiliates are not responsible for any problems with your computer following the installation of or any subsequent service performed on your computer in support of Veloxinet Services. Your exclusive remedy for any and all losses resulting from this installation of equipment and your use of the Services, including Veloxinet or its subcontractor's negligence, will be limited to fees paid to Veloxinet up to the time the damage is discovered. Neither Veloxinet nor its network Service supplier will be liable for unauthorized access to or alteration, theft or destruction of end user's data files, programs, procedures or information through accident, fraudulent means or devices, or any other method, regardless of whether such damage occurs as a result of company's or its network service supplier's negligence. These Services are provided on an "as is" and "as available" basis without warranties of any kind either express or implied, including but not limited to warranties of title, non-infringement or implied warranties of merchantability or fitness for a particular purpose. Neither Veloxinet nor its affiliates warrant that these Services will be uninterrupted or error free or that any information, software or the material accessible on the Services are free of viruses or other harmful components. Veloxinet, its affiliates and its subcontractors will not be liable for any indirect, incidental, special, exemplary, punitive or consequential damages of any nature including personal injuries, property damage or loss of business that result in any way from your use or inability to use the Services or to access the internet or any part thereof, or your reliance on or use of offers, claims, representations, promotions and transactions, information, service or merchandise provided on or through this Internet or the Services, or that result from mistakes, omissions, interruptions, deletion of files, errors, defects, delays in operation, transmission or any failure of performance. Member agrees to indemnify, defend and hold Veloxinet, its affiliates and subcontractors harmless from any claims made by third parties arising out of the use of the equipment and/or the Services provided by Member or an authorized user of your account, including the placement or transmission of any message, information, software or other materials on the Internet. These limitations on liability and indemnification provisions inure to the benefit of and apply to Veloxinet, subsidiary and affiliated companies, any successor to Veloxinet's business by way of merger, purchase of assets, or operation of law, and any subcontractors performing work on behalf of Veloxinet.

12. Force Majeure

If the performance of any obligation hereunder is interfered with by reason of any circumstances beyond Veloxinet's reasonable control including, but not limited to acts of God, lightning, wind, ice damage, power surges or failures, labor strikes and other labor disturbances, or the act or omission of any third party, shall be excused from such performance to the extent necessary, provided that Veloxinet shall use reasonable efforts to remove such causes of nonperformance.

13. Installation

Member warrants that they are at least 18 years of age and own the premises or have received permission from the owner of the premises to make any changes to the premises needed to install the equipment, power the equipment and receive the Services. Additionally, it is a Member's obligation to confirm that the placement of the transceiver on the premises is not in violation of any building owner or zoning restrictions. Member agrees to allow Veloxinet or its contractor's access to the premises to perform installation, repair, or maintenance activities in support of the Services. Member hereby authorizes Veloxinet and/or its authorized contractors to install the equipment necessary to provide Veloxinet Services. Member will be the sole interface between the building owner/manager and Veloxinet. Any custom installation work that a Member requests, including placing cable under carpet, through cabinets, through interior walls or inside molding, may require additional charges. Veloxinet will not be liable for any alterations damage to the premises that result from installation or removal of the equipment or subsequent Acts of God including, but not limited to; holes in walls, cable wiring, power cabling, wind or lightning. The Member will additionally provide Veloxinet with code-compliant 110 VAC, 15 Amp electrical service.

14. Equipment Placement Agreement

This Equipment Placement Agreement ("Agreement") is made between Building Owner (Member) and Veloxnet, Inc (Veloxinet), a Illinois Corporation. Veloxinet is deploying a Fiber Optic Network in your community. This Network will provide Internet services and broadband connectivity for business and residential Members.

A. Premises - The Building Owner (Member) warrants and represents it owns and has title to the property, structures and other improvements at the address given. Veloxinet or its professional staff may from time to time require access to the premises for installation, maintenance and/or removal of its equipment. Veloxinet typically provides the Building Owner/Member with advanced notice prior to requiring access to its equipment. Exceptions to this policy for emergency service restoration may arise. Equipment that is located and accessible outside the premises will be available for service 24 hours per day, 7 days per week, and 365 days per year (24/7/365). Prior notice to Building Owner/Member will be attempted. If Member is in delinquent status Veloxinet may access property for the sole purpose of removing Veloxinet owned equipment at any time without prior notification.

B. Equipment – The above parties agree that in order for Veloxinet to provide broadband services, Building Owner/Member agrees to provide Veloxinet with an accessible location to mount Network Interface Equipment, Electrical Power to operate its equipment and the means to interconnect the aforementioned. If ordered by the Member, Veloxinet or its designated agents will install equipment, outdoor equipment and connect these components with cables. (Detailed descriptions of these components are available.) Any additional or replacement power outlets and wiring, if required, will be installed by the Member at their sole expense. The Building Owner/Member will provide Veloxinet continuous access to any associated GFI circuit breaker. If ordered by the Member and before installing the Equipment, Veloxinet will define to the Building Owner's/Member's satisfaction the location and means of mounting the Outdoor Equipment, Interconnecting Cabling and any new power outlet. The Equipment installation will be performed (1) in good and quality workman-like manner, (2) in accordance with the pre-defined plans and (3) without interfering with the function or use of any portion of Building Owner's structure or improvement. Veloxinet will (1) operate and maintain its own equipment in a safe and good condition. When performed by Veloxinet, installation, operation, maintenance and removal of Equipment will at all times comply with all applicable regulations and standards. Veloxinet will, at its expense, perform all acts necessary to ensure that its employees and contractors and its Equipment are at all times in strict compliance with all applicable (1) technical standards, (2) federal, state and local laws, ordinances, and regulations and orders of the Federal Communications Commission. Veloxinet takes no responsibility for equipment or damage to equipment or premises/building when a Member or any non-certified Veloxinet Personnel performs installation or service.

C. Transfer – Veloxinet will have the right to transfer this Agreement without the Building Owner's/Member's consent. The Building Owner/Member will have no right, however, to transfer this Agreement without Veloxinet's prior consent.

D. Termination – After the initial two-year Term, this agreement may be cancelled by either party, for any reason, or reasons outlined in Veloxinet's Acceptable Use Policy found at www.fnw.us/legal/FNS-AcceptableUsePolicy.pdf with 30 Days advanced notice.

15. Acceptable Use Policy

Member agrees to be bound by the provisions of the Veloxinet Acceptable Use Policy, which is incorporated by reference, including all legal obligations arising there under.

Additionally, Member will NOT use Veloxinet services to: 1.) OPERATE any Internet Service Provider enterprise, 2.) COMPETE in any way with Veloxinet or 3.) RESELL in ANY way without Veloxinet's prior written approval.

16. Service Level Agreement

The Veloxinet network provides reasonable efforts to maintain its services. Veloxinet stands behind its services with a goal to provide each user Internet access to its network 99% of the time. This does not include scheduled maintenance, testing time, or conditions outside the control of Veloxinet. Access and throughput on the Internet may vary and not be a result of Veloxinet network access services. Member credits will not be issued for Internet throughput related issues unless determined solely by Veloxinet to be issued.

17. Execution of Agreement – This Agreement will become effective immediately upon installation of member service(s).