

TERMS OF SERVICE:

Internet Access: Max Internet can provide you with dial up, wireless, ADSL or network access to the Internet. Max does not restrict access in any way to any site, nor provide guarantees that your system is isolated from other computers on the Internet. You must provide your own firewalls, spy ware and antivirus programs yourself. We are not responsible for what you find on the Internet.

Pre-Requirements: There is a standard \$25.00 setup fee on all Internet accounts to cover server work and paperwork. The fee may be waived for special promotions.

Users must provide a Pentium grade or better computer running Windows 98 or better, with up to date antivirus software installed. Mac users must have OS 8 or better. Users with Windows 3 or 95 must provide proof of current anti-virus software and realize we offer no support. We offer limited support for Linux.

Payment: Internet access requires payment in advance of use, in one month or longer intervals. All accounts expire on the last day of the month. Accounts started part way through the month must pay a pro-rated amount for the remainder of the month as well as the next month's payment. Payment for renewal is due on the first of the month and unpaid accounts will be cut off by the 8th of that month and subject to a \$10.00 reconnection fee. Accounts dormant for three months without prior arrangement will be deleted and subject to any startup fee upon reconnection.

If you cancel your service before the end of the term you have already paid for, you will be credited the remainder of paid service upon renewal, or you may have your remainder credited to another person's account if you wish, we do not refund your money.

Dial up Internet: Access is rated by the number of hours you are connected. If you use more hours than you paid for, you will be billed at 2 cents per minute. If you know you are over, and come in before your account is due you may retroactively upgrade your account to one that covers the use for only the unpaid difference. Once the term has expired and the overage calculated, you are liable to the 2 cent a minute charge. Overage may be calculated irregularly and show up later. You must pay for services you use.

Max wishes to make it clear to you that *you are paying for access to Internet services* and like your phone or cable tv that it is not our problem if your computer was broken, or you didn't use the Internet, or you went away that month, or you didn't like the Internet. Max does offer extensions if you call and let us know in advance, or your computer is being serviced in our service department.

Traffic Charges: High speed accounts have limits as to how much traffic you may use per month. If you exceed the specified limit you are liable for overuse at \$10.00 per gig. On a home ADSL line the limit allows you to download over 1500 mp3 songs in a month, but one movie may put you over the limit. It is also illegal to download copyrighted music, movies and software over the Internet. Legal music 'sharing' in Canada also can open your computer up to hackers and result in other people using the bandwidth you must pay for.

Wireless: Max Wireless is a shared network system. What you do may affect other users, so we have policies in place that can result in your service being terminated if your computer infects or affects others in a negative manner. The speed can vary depending on the numbers of users, the weather, and objects in your antenna's field. We offer no QOS guarantees as you are responsible for your computer, reception and software operation, but any outages over 24 hours caused by Max transmitters will be credited to your account. You must have basic computer skills and knowledge of how to connect to signals to even think of using wireless Internet.

Leased and Rented Equipment: If you lease or rent wireless equipment or ADSL modems from Max Internet you will be required to provide a Visa, MasterCard or AmEx imprint that is current (you may be asked to update it) and covers your termination fee. Wireless equipment from original users and Total Care users (paid \$250 install fee) belongs to Max Internet and must be returned or you will be billed at its original value.