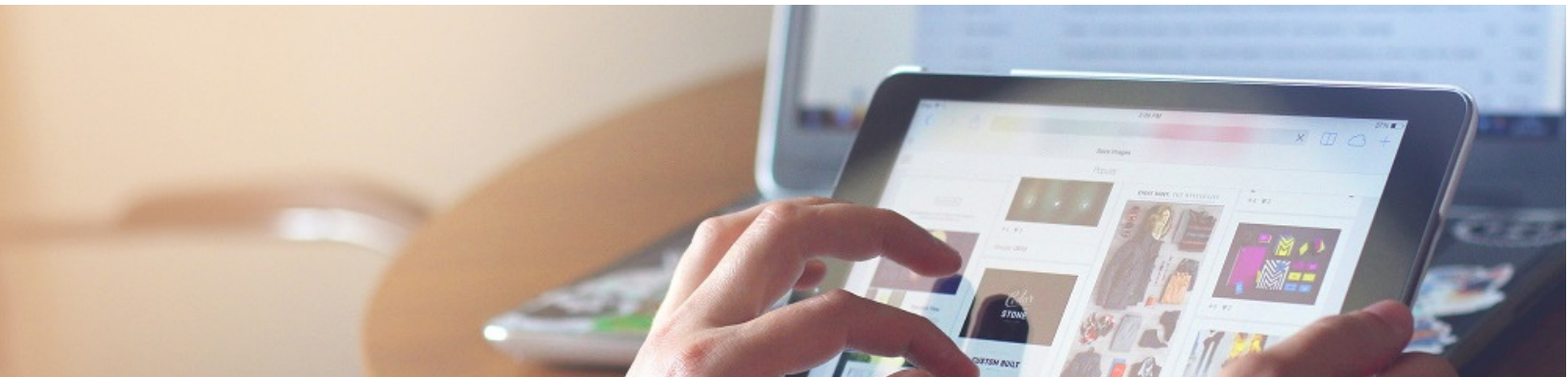




Customer Guide



**FAMILY OWNED
&
OPERATED**

SINCE 2002

6117 Red Winery Rd
Geyserville, Ca 95441

707.433.8327 office
707 .955.9707 text

www.avispmail.com
info@avispmail.com

CONTENTS

How to Reboot Access Point	2
How to Reboot Radio	3
Access Your Customer Account	4
My WiFi Network (Login Info)	4



Upgrade Services	4
Moving	4
Set up a WiFi System	4
Device Bandwidth Requirements	5

Support Policy	9
Terms & Conditions of Services	10



HOW TO REBOOT THE ACCESS POINT

Rebooting the access point is common fix for connectivity issues. An access point may encounter firmware glitches, IP conflicts, overheat, a cache can build up, etc. Any of these issues can necessitate a reboot.

STEP ONE

Verify the the access point has power. Look for blue lights on the top (photo 1).



Check that the power is securely set in the back of the access point (Photo 2).



Make sure power button is pushed on.

STEP TWO

Ensure the ethernet cable is securely plugged into the ethernet port on the back of the access point. Most ethernet ports are identified by the "e" symbol or are blue (not all routers have these identifiers.)



STEP THREE

Power down the access point. Unplug the power from the router. Wait 10 seconds before plugging the power back in. Once the power is re-established, wait for the access point to reconnect with the network.



CAUTION

Do not confuse REBOOT with RESET. The reset button (usually orange or red) will erase all configurations from the access point. Once the configurations are lost, the access point will need reprogramming and could require a service call.



OOPS! I PUSHED RESET

Call 707.433.8327 to schedule a technician. The technician will reprogram the access point to reconnect service. A service call fee of \$125 an hour will apply.



HOW TO REBOOT THE EXTERIOR RADIO

Radio reboots are uncommon but after a power outage, brown out, heavy storm, or site failure it may be necessary to reboot the radio.

What is a POE?

The POE (power over ethernet) aka The Brick, powers the exterior radio and connects the interior router to the radio. The brick is responsible for power and connects between the exterior equipment and router.

STEP ONE

Identify and confirm the brick is receiving power; the light on top should be illuminated. No light? Check the power cord and outlet. Is the unit securely plugged into the outlet? Did the breaker trip? Is it a GFI outlet? Do you have power at your location? Is the power strip working?

STEP TWO

Check the cable connections. The brick (POE) has two ports - POE & LAN. The POE connects the radio to power. The LAN port has a cable connection to the access point.

STEP THREE

It is crucial the cables are plugged into the correct ports.
LAN Port to: ACCESS POINT
POE Port to: RADIO (customer view - cable runs into wall or floor to outside)

REBOOT SUMMARY

Unplug the brick's (POE) power from wall outlet.
Wait 20 seconds. Plug back into power source.
IF USING A BATTERY BACKUP - Unplug the brick from the battery backup completely.
IF YOU CANNOT ACCESS THE OUTLET OR POWER SOURCE
Unplug the POE cable from the brick. Wait 20 seconds. Plug cable back into the POE port of the brick.

NOT WORKING?

Call 707.433.8327 for technical support.
Text 707.955.9707 for support



ACCESS YOUR CUSTOMER ACCOUNT

Visit: <https://powercode.avispmail.com>
Enter Username and Password

Retrieve Login Information:

Visit: <https://powercode.avispmail.com>

Click: "Forgot password"

A reset link is sent to the email on file with AVISP
Follow the reset instructions in the email.

In your account:

-View Statements

-Update Payment Information

-Update Billing and Contact Information

-Monitor Usage

-Make a payment

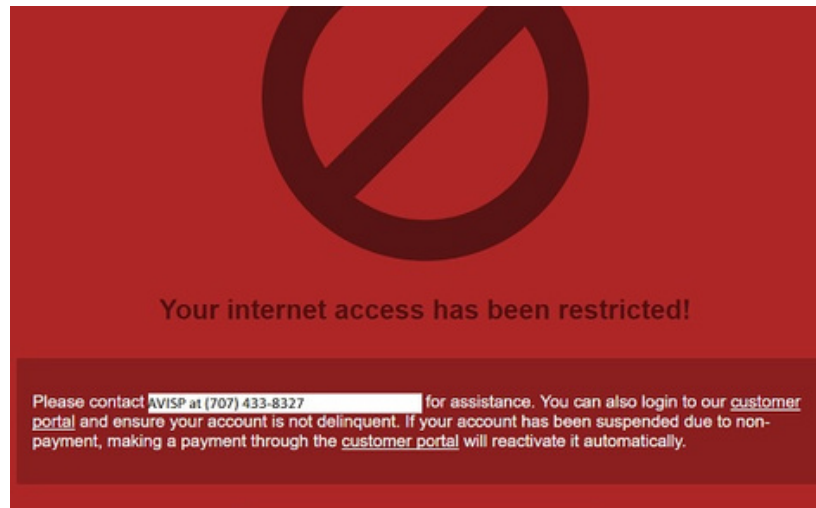
Help with access: 707.433.8327

RESTRICTED ACCESS

This image will appear on your device in the event service is disrupted for non-payment.

Click "**ACCESS CUSTOMER PORTAL**" and log in with the instructions above to make a payment.

Call 707.433.8327 for any issues.



WI-FI NETWORK

Record your Wi-Fi network information here:

NETWORK NAME:

PASSWORD:

Keep your username and password secure. Do not give out your password. Protect your privacy by protecting your network login information.

MOVING

Call or email the office with your move out date and/or the date to discontinue service. The equipment will remain at the old address unless you request a pick up.

Remember - we **request a 30-day cancellation notice.**

UPGRADE SERVICES

Quickly increase your speed plan.

Call 707.433.8327 or 707.955.9707 to upgrade your plan easily and remotely

SET UP WI-FI SYSTEM

You may plug in any personal wi-fi system behind the AVISP-provided router.

Call us for assistance with set-up (a service fee applies).
707.433.8327 or 707.955.9707

SUPPORT POLICY

AVISP is an internet service provider. We specialize in providing high-speed internet to difficult to reach, rural areas.

AVISP Does Cover:

- * AVISP is responsible for the installation and maintenance of exterior equipment at the site; including transmitting equipment (radios and/or dishes), mounts, arms, tower pieces. AVISP not responsible for damaged equipment. Customer must provide an electrical source for equipment within 150 ft.
- * AVISP is responsible to run and install AVISP-provided surface exterior cable to the point of entry. AVISP is not responsible to damage to the cable (cutting, burning, slicing, wildlife, rodents, etc.) after successfully installing.
- * AVISP provides one (1) interior access point at time of installation. Customer wi-fi/routing equipment is plugged in behind AVISP router. Customer equipment is customer responsibility
- * AVISP is responsible for any software upgrades on the exterior transmitting equipment only.
- * AVISP support includes help with internet functionality at the point of entry (meaning the exterior equipment to the interior access point).
- * AVISP will assist with troubleshooting connection issues related to AVISP equipment.

AVISP Does Not Cover:

- * AVISP is not responsible for interior cabling (installation or maintenance), third-party equipment including customer-owned routers, wi-fi systems, computers, mobile devices, televisions, gaming stations, and the like.
- * AVISP is not responsible for software updates on any interior equipment.
- * AVISP is not responsible for the programming or installation of any third-party equipment. Available for an additional fee.
- * AVISP is not responsible for any damaged or altered equipment due to end-user actions (resetting router, damaging cable, moving exterior equipment, and the like).
- * AVISP is not responsible for customer networks including networks within the structure and exterior areas.
- * AVISP does not include trenching, conduit, or pole installation in Basic Installation. Services available for an additional fee. AVISP does not offer electrical services.
- * Customer is responsible for virus, malware, and security protection for all customer-owned devices.
- * AVISP charges a fee to move equipment from one location to another i.e. remodels, guest houses, moving routers from one location to another, etc.

AVISP Technical Support Fees: \$125.00 / an hour

Technical Support Options:

We often recommend the services of a local IT professional. If you are interested, please call for his contact information.

AVISP TERMS & CONDITIONS

PLEASE READ THIS AGREEMENT CAREFULLY TO ENSURE THAT YOU UNDERSTAND EACH PROVISION. THIS AGREEMENT REQUIRES THE USE OF ARBITRATION ON AN INDIVIDUAL BASIS TO RESOLVE DISPUTES, RATHER THAN JURY TRIALS OR CLASS ACTIONS, AND ALSO LIMITS THE REMEDIES AVAILABLE TO YOU IN THE EVENT OF A DISPUTE.

You must accept this Agreement as a condition of receiving the Service. By accepting this Agreement, you confirm you are a capable adult over the applicable age of majority (e.g. eighteen (18) years of age in most U.S. states and territories; nineteen (19) in Alabama and Nebraska; and twenty-one (21) in Mississippi and Puerto Rico – an "Adult"). If you are an entity, by accepting this Agreement, you confirm (through your duly authorized representative) that you are a corporation, partnership, or other legal entity duly formed (and incorporated if applicable) in good standing where required to do business with all legal authority and power to accept this Agreement; and you are also confirming that this Agreement constitutes a valid and binding obligation of yours. You are responsible for ensuring that all use of the Service complies with this Agreement, and you will be deemed to have breached this Agreement if you or any other person, whether or not authorized by you, uses the Service in a manner inconsistent with this Agreement. By enrolling in, activating, using, or paying for the Service, you agree to the terms and conditions in this Agreement, including, but not limited to, the prices, charges, and terms and conditions provided to you in marketing and informational materials associated with the Service, all of which are incorporated herein by reference.

1. Changes to this Agreement and/or the Service

We may change any terms, conditions, rates, fees, expenses, or charges regarding your Service at any time. We also reserve the right to modify or discontinue the Service, temporarily or permanently. We will provide you with notice of material changes via either your e-mail address, posting online at <https://www.avispmail.com>, recorded announcement, bill message, bill insert, postcard, letter, or call to your billed telephone number or U.S. mail. It is your responsibility to check for any such notices. Your continued subscription to the Service after the effective date of the change constitutes your acceptance of such changes.

AV Wireless Inc. dba AVisp.com General Policy: By opening an account with AV Wireless Inc. dba AVisp.com, you agree to abide by all policies of AV Wireless Inc. dba AVisp.com. These policies apply to all users of AV Wireless Inc. dba AVisp.com without exception; failure to adhere to the stated policies may result in termination of the account at the discretion of AV Wireless Inc. dba AVisp.com. AV Wireless Inc. dba AVisp.com reserves the right to change policies, services, and pricing. Your continued use of an account signifies acceptance of any and all policies and policy changes, and you may cancel if you do not agree with changes in policy, service, or pricing. AV Wireless Inc. dba AVisp.com reserves the right to refuse to provide service to anyone.

Disclaimers: AV Wireless Inc. dba AVisp.com makes no warranties of any kind, whether express or implied, for the service it is providing. AV Wireless Inc. dba AVisp.com will not be held responsible for any damage you suffer from use of an account or service provided by AV Wireless Inc. dba AVisp.com policy. AV Wireless Inc. dba AVisp.com, functions as a common carrier; our standard policy is to not monitor or interrupt our users' activities, exert editorial control over their content, or censor them or their content. To protect the interests of AV Wireless Inc. dba AVisp.com and in the best interests of our customers, exceptions to this policy may be made under certain specific circumstances including but not limited to the following: Illegal Activities: The law requires AV Wireless Inc. dba AVisp.com to report any criminal activity that it becomes aware of to the appropriate authorities. It is the responsibility of the account owner to be familiar with current laws and regulations.

Email: Email accounts are for personal or business correspondence only. Unsolicited Commercial Email (otherwise known as UCE - or spam) is strictly prohibited and violators will have their accounts terminated immediately. Sending unsolicited email to one or more addresses regardless of how the addresses were obtained may be considered spamming and is grounds for account termination. Use of a AV Wireless Inc. dba AVisp.com address or any address of a domain hosted by AV Wireless Inc. dba AVisp.com as a return address for replies to spam is similarly prohibited. AV Wireless Inc. dba AVisp.com may at its discretion employ filtering techniques to block inbound email from known sources of spam and email abuse, and may also filter incoming email for known viruses.

Usenet: All users of AV Wireless Inc. dba AVisp.com news servers agree to be bound by the charter of any newsgroup or newsgroup hierarchy posted to. It is the responsibility of the user to be familiar with these charters, which may include rules about content, spam, language and off-topic posting. Excessive posting of identical messages to multiple newsgroups, ('cross-posting') via AV Wireless Inc. dba AVisp.com news servers is prohibited, as is the posting of unsolicited commercial email (spam).

Shell Use: AV Wireless Inc. dba AVisp.com can provide shell access to its users on request. Shell access is an optional service and AV Wireless Inc. dba AVisp.com reserves the right to grant or revoke customer shell access at any time. To activate shell access, please call our technical support department. The shell server is a shared resource and shell access is intended for use only when a user is actively connected and using the connection. IRC bots, excessive use of resources, and network abuse are all prohibited. The use of any process or program intended to run while the user is not on-line is also prohibited. AV Wireless Inc. dba AVisp.com, maintains a strict, zero-tolerance policy with regard to abuse of user shell access privileges. Any abuse of the shell service will result in immediate revocation of shell access, and further action may be taken at the discretion of AV Wireless Inc. dba AVisp.com (see Network abuse and Enforcement sections.)

Network Abuse: Use of AV Wireless Inc. dba AVisp.com accounts or services for orchestration of or participation in any abuse of the AV Wireless Inc. dba AVisp.com or any other network, system or service is expressly forbidden and is grounds for account termination and possible legal action. Any action which interferes with the AV Wireless Inc. dba AVisp.com or other networks or which affects the use of or access to any network is likewise expressly forbidden. AV Wireless Inc. dba AVisp.com retains at all times the right to determine what constitutes network abuse. Examples include but are not limited to: Attempts to hack the AV Wireless Inc. dba AVisp.com network or any other network or systems, Port scanning, Use of 'cracking' software or techniques, Dissemination of viruses or malware, Provocation of attacks on the AV Wireless Inc. dba AVisp.com network or any other network, Conduct which causes AV Wireless Inc. dba AVisp.com to be blocked by another provider or which causes AV Wireless Inc. dba AVisp.com to be placed on a "block list", Flooding AV Wireless Inc. dba AVisp.com or any other network with traffic for the purpose of disrupting service, Mail bombing AV Wireless Inc. dba AVisp.com customers must also comply with the acceptable use policies of our upstream providers, AT&T.

Use of Copyrighted Material: AV Wireless Inc. dba AVisp.com is obligated to comply with the Digital Millennium Copyright Act of 1998 (DMCA). All web pages are subject to copyright law, and members are responsible for the content in their file space. Use of the World Wide Web, FTP, News groups or any other services provided by AV Wireless Inc. dba AVisp.com to transfer copyrighted material in violation of applicable laws is prohibited and may result in termination of your AV Wireless Inc. dba AVisp.com account.

Access to Content: AV Wireless Inc. dba AVisp.com functions as a common carrier and does not censor. Material can be found on the Internet or in Usenet news groups, etc., that some viewers may find objectionable; AV Wireless Inc. dba AVisp.com is not responsible for any content available via AV Wireless Inc. dba AVisp.com accounts or services. Any limitation of access to content is at all times the responsibility of the account holder and AV Wireless Inc. dba AVisp.com shall not be held responsible for access to material that an account holder deems inappropriate. We suggest that minors be supervised.

Accountability: The owner of any type of AV Wireless Inc. dba AVisp.com account or service will be held responsible for any abuse of that account or service, regardless of whether the owner was the actual initiator of the abuse. This includes for example but is not limited to: abuse of an email account or dialup add-on which is part of a customer's account but which is used by a third party or abuse of a colocated server or colocation services by a third party, with or without the account owner's permission.

Enforcement and Remedy: Violation of any terms set forth in this Acceptable Use Policy may result in one or more of the following, at the discretion of AV Wireless Inc. dba AVisp.com: Issuance of a warning, Temporary suspension of service, Billing to defray administrative costs incurred, Termination of your services, account or accounts.

Legal action: If any activities or security problems involving an AV Wireless Inc. dba AVisp.com account or AV Wireless Inc. dba AVisp.com customer's services cause network outages, the owner of the account or service will be billed for network down-time. Any account owner whose account is terminated for violation of the terms set forth in this Acceptable Use Policy will be required to pay any outstanding balances due, including any and all early termination fees. In instances where it is necessary to terminate a customer's account, an administrative disconnect fee may also be applied. AV Wireless Inc. dba AVisp.com will normally attempt to contact any user in violation of this Acceptable Use Policy before taking action, but depending on the circumstances or the severity of the violation action may be taken without prior notification. In this case, the user will be notified as soon as it is practicable.

No Limitation: This acceptable use policy in no way limits the rights and remedies of AV Wireless Inc. dba AVisp.com. At its discretion AV Wireless Inc. dba AVisp.com may take other actions it deems necessary to protect the integrity of its or other's networks or to recover the costs of operation as pertain to identifying and removing violators of this acceptable use policy.

WiFi Network Sharing Policy: For AV Wireless Inc. dba AVisp.com services where customer premise equipment is provided, owned and managed by AV Wireless Inc. dba AVisp.com, that equipment may be used at some point in the future to provide WiFi access to others. If and when this is offered, it will be secured and separate from your own traffic and your local area network, and would provide limited access to guest users. Your own traffic would have priority. A mechanism for opting out will be provided if and when this feature is launched.

Technical Support Policy: The function of the AV Wireless Inc. dba AVisp.com technical support staff is to assist customers with initial connection, Internet browser and email account setup. Support is only available for computers running recent versions of Macintosh or Windows operating systems. AV Wireless Inc. dba AVisp.com does not offer over-the-phone tech support for issues such as cgi programming, Linux use, your web site, or any other issue not directly related to your software or to the basic functions of your web browser and email program. While at its discretion the support staff may sometimes assist our customers with non-connectivity or non-email issues, any such extra service is strictly 'added value' service and provision of such service does not obligate AV Wireless Inc. dba AVisp.com to continue to provide such service. AV Wireless Inc. dba AVisp.com will use its best efforts to provide all services to get your computer connected to the Internet but can not be held responsible for hardware or software malfunctions or assist in servicing or repairing your equipment. In such cases, the technical support staff will gladly refer you to outside sources for assistance. Customers should have a copy of their current operating system available when calling technical support; there will be limits to the amount of assistance that technical support representatives can offer if you do not have a copy of your current operating system. AV Wireless Inc. dba AVISP.com reserves the right to cease providing over-the-phone technical support to any customer. Please call the AV Wireless Inc. dba AVisp.com tech support number at 1-707-433-8327 if you need assistance. Technical support can also be reached via email at support@avispmail.com. We offer telephone technical assistance everyday: Monday-Friday 10am - 5pm, Saturday by appointment (closed Sunday and major holidays). If you can email, we encourage you to write to support@avispmail.com for assistance. Also, the help files in the program you are using may have the answers to your questions so please do investigate these resources before calling tech support.

Digital Millennium Copyright Act (DMCA) Policy: The Digital Millennium Copyright Act of 1998 is an amendment to U.S. copyright law. It is designed to limit liability of a Service Provider for content on the provider's system or network that was placed there by a user. The text of the DMCA can be viewed at <http://lcweb.loc.gov/copyright/title17/>. The relevant section of the DMCA is "TITLE II--ONLINE COPYRIGHT INFRINGEMENT LIABILITY LIMITATION," Especially all of section 512. Under the provisions of the DMCA AV Wireless Inc. dba AVisp.com,

as a Service Provider, must do certain things: Inform our users and the general public of our [policy for handling claims of infringement] Designate an agent, registered with the U.S. Copyright Office, who will receive claims of copyright infringement, receive counterclaims, and take down and/or restore content that is or has been in dispute. Make this information publicly available to all. Claims of Infringement: Any original material created by an individual or group is protected by copyright or intellectual property rights under United States and international law. Put broadly, this means that anything original that you have written down, or created as an original recording or an original image, etc., is protected from infringement by others. Just as your original material is protected from unauthorized use by others, their material is their property and you may not use it without permission. Doing so may invite lawsuits claiming infringement. This includes written works, email, images, sounds, etc., whether online or on paper. As an Internet Service Provider and under the provisions of the DMCA AV Wireless Inc. dba AVisp.com may be obligated to take down materials that our users have posted if a claim of infringement is received. This process includes a counter-claim process.

Report a Claim: Section 512 (c)(3)(A) of the Digital Millennium Copyright Act requires that a claim of copyright infringement must be sent to our designated agent. The claim must provide certain information (detailed below) in order for it to be considered a valid claim. DMCA Section 512 (c)(3)(A).

Elements of Notification: (A) To be effective under this subsection, a notification of claimed infringement must be a written communication provided to the designated agent of a service provider that includes substantially the following: (i) A physical or electronic signature of a person authorized to act on behalf of the owner of an exclusive right that is allegedly infringed. (ii) Identification of the copyrighted work claimed to have been infringed, or, if multiple copyrighted works at a single online site are covered by a single notification, a representative list of such works at that site. (iii) Identification of the material that is claimed to be infringing or to be the subject of infringing activity and that is to be removed or access to which is to be disabled, and information reasonably sufficient to permit the service provider to locate the material. (iv) Information reasonably sufficient to permit the service provider to contact the complaining party, such as an address, telephone number, and, if available, an electronic mail address at which the complaining party may be contacted. (v) A statement that the complaining party has a good faith belief that use of the material in the manner complained of is not authorized by the copyright owner, its agent, or the law. (vi) A statement that the information in the notification is accurate, and under penalty of perjury, that the complaining party is authorized to act on behalf of the owner of an exclusive right that is allegedly infringed. When filing an infringement claim, include all of the information required under Section 512 (c)(3)(A). Your claim must include any URLs or other information identifying the material, and the dates and times the material was observed. Web and Peer-to-Peer claims must include, at a minimum: An exact URL or IP address, Date the content was first observed, Information sufficient to identify the specific content which is the subject of the complaint Usenet claims must contain, at a minimum: Newsgroup, Message-id, Subject; Date of posting, Information sufficient to identify the specific content which is the subject of the complaint, Email, fax or postal-mail the information to our Designated Agent. Upon receipt of a valid claim, i.e., a claim in which the requested information is substantially provided, AV Wireless Inc. dba AVisp.com will undertake to have the disputed material removed from public view until a counter-claim is filed or until a court ruling determining the disposition of the disputed material is received. Under the provisions of the DMCA AV Wireless Inc. dba AVisp.com, as an Internet Service Provider, has no other role to play either in prosecuting or defending a claim of infringement, and cannot be held accountable in any case for damages regardless of whether a claim

of infringement is found to be true or false. Section (512) (f) of the DMCA defines penalties for intentional misrepresentation of a claim.

Counter Claim: If you are a AV Wireless Inc. dba AVisp.com customer and you feel that material that you have placed online that has been removed following an infringement complaint is in fact NOT an infringement, you may file a counter-claim. Section 512 (g)(3) of the Digital Millennium Copyright Act requires that any counter-claim to a claim of copyright infringement must be sent to our designated agent. The counter-claimant must provide certain information (detailed below) in order for the counter-claim to be considered valid.

Section 512(g)(3): (3) Contents of Counter Notification.-To be effective under this subsection, a counter notification must be a written communication provided to the service provider's designated agent that includes substantially the following: (A) A physical or electronic signature of the subscriber. (B) Identification of the material that has been removed or to which access has been disabled and the location at which the material appeared before it was removed or access to it was disabled. (C) A statement under penalty of perjury that the subscriber has a good faith belief that the material was removed or disabled as a result of mistake or misidentification of the material to be removed or disabled. (D) The subscriber's name, address, and telephone number, and a statement that the subscriber consents to the jurisdiction of Federal District Court for the judicial district in which the address is located, or if the subscriber's address is outside of the United States, for any judicial district in which the service provider may be found, and that the subscriber will accept service of process from the person who provided notification under subsection (c)(1)(C) or an agent of such person. When identifying the material in dispute please state as accurately as possible what location the material was removed from and to where it should be returned. The counter-claim will be presented to the filer of the infringement complaint by the AV Wireless Inc. dba AVisp.com Designated Agent. Once the counter-claim has been delivered, AV Wireless Inc. dba AVisp.com is allowed under the provisions of the DMCA to restore the removed content in not less than ten or more than fourteen days, unless the complaining party serves notice of intent to obtain a court order restraining the restoration of content pending legal proceedings.

Our Designated Agent

Internet Service Provider: AV Wireless Inc. dba AVisp.com

Address of Internet Service Provider: 6117 Red Winery Road, Geyserville, CA 95441, Designated Agent: Steve Young Designated Agent full address: 6117 Red Winery Road, Geyserville, CA 95441, Designated Agent phone numbers: (707) 433-8327 Voice Designated Agent email address: dmca-agent@avisppmail.com

Billing Policy: Billing office address: AV Wireless Inc. dba AVisp.com, 6117 Red Winery Road, Geyserville, CA 95441, Contact Numbers: (707) 433-8327 Local Billing To find a local billing number please visit <http://www.avisppmail.com>, Email: billing@avisppmail.com, Hours: 10:00 am to 5:00 pm, Monday through Friday (excluding major holidays.) Information about account types, services and current pricing can be found by calling (707) 433- 8327.

General Subscriber Information: Thank you for choosing AV Wireless Inc. dba AVisp.com as your Internet Service Provider. We have served the northern Sonoma County, Healdsburg, Geyserville, and Dry Creek areas since 2002. By signing up for any AV Wireless Inc. dba AVisp.com services, you acknowledge that you are eighteen (18) years of age or older, you agree that you have the legal authority to enter into this agreement, and affirm that the information you supply to us is correct and complete. Please understand that AV Wireless Inc. dba AVisp.com relies on the information you supply and that providing incorrect information may result in delays of service, a lock on the account, or termination of your account services. AV Wireless Inc. dba AVisp.com reserves the right to change policies, services, and pricing. Your continued use of a AV Wireless Inc. dba AVisp.com account signifies acceptance of any and all policies as well as policy or price changes. You may cancel your account if you do not agree with changes in policy, service, or pricing. AV Wireless Inc. dba AVisp.com reserves the right to refuse to provide service to anyone.

Cancellation Requirement: AV Wireless Inc. dba AVisp.com Internet services require a 30 day cancellation notification. You must cancel the agreement by calling (707) 433-8327 or email billing@avisppmail.com Installation fees are non-refundable. Current monthly charges are non-refundable. For example, cancellation on the 12th with a bill date of the 22nd will be no refund of the period between cancellation and next bill date. All equipment must be returned to AVisp.com, undamaged and intact. An equipment replacement fee of \$300 will be charged in the event equipment is not returned undamaged and intact. Acceptance of these terms will occur at checkout. Account and Billing Information: Please help us serve you better by notifying us of any changes to your personal or billing information. To update your contact or billing information please visit our Customer Portal at <https://powercode.avisppmail.com> or call us at (707) 433-8327. Unfortunately we are not able to update customer information via email due to security reasons. We will only make changes for the owner-of-record or those with listed administrative access to an account.

Account Transfer: Updating Business Name or Billing Name: If you wish to change the listed account name, please submit an Account Name Change Authorization by mail, as an attachment in an email. If it is not possible for the listed owner to submit such a request please call the AV Wireless Inc. dba AVisp.com billing department and our representatives will be happy to assist in making the necessary arrangements. This form must be signed by both the current and new account holders. This is to only change the account name. For account services transfers, a new account application is required. Contact sales at (707) 433-8327 or email sales@avisppmail.com to set up a new account.

Account Transfer: Updating Business Name or Billing Name: If you wish to change the listed account name, please submit an Account Name Change Authorization by mail, as an attachment in an email. If it is not possible for the listed owner to submit such a request please call the AV Wireless Inc. dba AVisp.com billing department and our representatives will be happy to assist in making the necessary arrangements. This form must be signed by both the current and new account holders. This is to only change the account name. For account services transfers, a new account application is required. Contact sales at (707) 433-8327 or email sales@avisppmail.com to set up a new account.

Payment/Renewal Options: Credit Card Payments: All Residential and Small Business accounts are required to have an active credit card on file for automatic billing. Your payment will be processed 5 days before your due date and you will receive a receipt via email.

Payment Failure: If for any reason your credit card renewal is unable to be processed, you will be notified via email. A second attempt will be made on your due date. If the payment is declined for any reason, we ask that you please call and verify your credit card information. You may also visit <https://cp.avisppmail.com> to renew online with a different credit card. Failure to make timely payments may result in an automatic disruption of services. AVisp.com is not responsible for any losses as a result of non-payment disruptions.

New Credit Cards or Updated Expirations: If you receive a new credit card number or an updated expiration date please visit our Customer Portal at <https://powercode.avisppmail.com> or contact us at (707) 433-8327 during business hours and we will be happy to assist you.

Disputes/Charge Backs: Any billing related inquiries should be directed to (707) 433-8327 between the hours of 10AM and 5PM Monday through Friday. If you wish to dispute any charges that AV Wireless Inc. dba AVisp.com has made to your credit card, please notify us within thirty (30) days of the original posting date of the transaction. If you dispute charges directly with your bank and your dispute results in a credit card charge-back to AV Wireless Inc. dba AVisp.com, you will be charged a twenty-five dollar (\$25.00) service fee. You will be responsible for any non-disputed charges beyond Check Payments: Check payments can be made in person or by mail to: 6117 Red Winery Rd., Geyserville, CA 95441. Returned Checks: A twenty five (\$25.00) service fee will be applied to the current balance due on all returned checks. Any bounced checks must be replaced with a cashiers check or a money order. Invoicing: Invoicing done via email. If you would like to request a different email address please visit <https://cp.avisppmail.com>, call (707) 433-8327, or email billing@avisppmail.com. We also offer postal invoices for your account. Postal invoicing results in an additional charge of one dollar (\$1.00) per month.

Billing Cycle: Most account services are billed monthly. All AV Wireless Inc. dba AVisp.com services are billed in advance. Grace Period/Late Fee: A grace period of fifteen (15) days from the due date is given for most accounts After fifteen (15) days without payment, services are disrupted for nonpayment. To regain access, log into the Customer Portal at <https://cp.avisppmail.com> or call (707) 433-8327 to make payment. Service is restored upon full payment. Privacy Policy : AV Wireless Inc. dba AVisp.com is committed to preserving the privacy of its customers and protecting their personal data. AV Wireless Inc. dba AVISP.com uses specific software to manage and

Maintain the network which may or may not enable authorized individuals to access data information from AV Wireless Inc. AVISP.com equipment (including but not limited to routers, radios, dishes, site equipment, etc.) Said information is used only for network management, is not sold or shared. Information Retained by AV Wireless Inc. dba AVisp.com: AV Wireless Inc. dba AVisp.com keeps information about its customers such as names, addresses, telephone numbers, email addresses and details about AV Wireless Inc. dba AVisp.com services used by the customer. All such information is considered private. AV Wireless Inc. dba AVisp.com also keeps logs of limited technical information pertaining to matters such as customer connectivity and email processing. These logs are retained on a temporary basis in order to ensure high-quality service, and no logs are kept indefinitely. The only circumstances wherein AV Wireless Inc. dba AVisp.com will disclose any of the above-mentioned information to a third party are: 1) In the course of providing services our customers have specifically requested, AV Wireless Inc. dba AVisp.com may make some of this information available to our affiliates in order to fulfill the requirements service. 2) In the event that we receive a legitimate, legally-mandated request for customer information, AV Wireless Inc. dba AVisp.com will respond only within the narrow scope of that request. AV Wireless Inc. dba AVisp.com will not otherwise disclose any private information about its customers to any other third party.

Service Levels & Guarantees: Actual data transfer rates may vary as measured between NIC at your location and the DSL-equipped Central Office or Remote Terminal, -depending upon several factors including line quality and loop length. Minimum service speeds are subject to 10%-20% protocol overhead. Actual transfer rates above 80% of the listed minimum transfer rate will be considered acceptable. AV Wireless Inc. dba AVisp.com makes no guarantees regarding the availability until the service is established. AV Wireless Inc. dba AVisp.com will not be considered responsible for outages that we are not notified about by the account holder. Someone from your location must be available for troubleshooting and connection setup. You have the sole responsibility for any local network infrastructure at the installation premises. We will do our best to ensure that the service remains functional at all times. However, circuit uptime is not guaranteed and the contract terms do not include a provision for credit for down time. Customers who wish to use their own equipment may do so. Under some circumstances, AV Wireless Inc. dba AVisp.com Support may require that the provided equipment is installed in order to perform complete diagnostics. Use of equipment not provided by AV Wireless Inc. dba AVisp.com may result in some features being unavailable, including technical support. Third party routers are unsupported by AV Wireless Inc. dba AVisp.com.

Replacement of Malfunctioning Equipment: Should AV Wireless Inc. dba AVisp.com determine that AVisp.com owned equipment is failing to function correctly it will replace components as deemed necessary at no additional cost to the customer. Please Note: If AVisp.com owned equipment is found damaged through misuse or neglect, (example, having signs of being exposed to water, excessive heat or other physical abuse), charges may be assessed to cover the replacement.

Equipment Return Policy: All equipment and components must be returned within 30 days of cancellation or your account will automatically be charged. Customer may schedule a disconnection by calling (707) 433-8327 or dropping off at: AV Wireless Inc. dba AVisp.com Equipment, 6117 Red Winery Rd., Geyserville, CA 95441. **Termination or Cancellation of Service:** a. Your Decision to Terminate or Continue Service. You may cancel your Service, but if you do so before the end of any applicable term, you will be subject to any early termination fee which may be associated with that plan (referred to as an "Early Termination Fee" or "ETF"). At the conclusion of your term, or at all times if you did not agree to a Term Plan, your continued Service will be provided on a month-to-month basis. Regardless of whether you are subject to any applicable term or have Service on a month-to-month basis, if you cancel Service prior to the end of your billing cycle, your Service cancellation will be effective as of the final day of your billing cycle for billing purposes. You will not receive a refund or prorated credit of any portion of Service if you cancel prior to the end of your billing cycle. If you elect to continue Service on a month-to-month basis, you should review the then current Agreement regularly at <https://www.avispmail.com>. The then current Agreement will govern your Service. Your election to continue Service represents your agreement to the then current Agreement. b. **Service Suspension/ Termination by AVISP.** AVISP may immediately terminate or suspend your Member Account and Sub Accounts, and all or a portion of your Service without notice for any of the reasons set forth in AVISP's Acceptable Use Policy, or if: (a) you provide false or inaccurate information to AVISP; (b) you (or anyone you permit to utilize the Service, including a Sub Account associated with your Member ID) violate this Agreement or the AVISP Acceptable Use Policy; (c) you (or anyone you permit to utilize the Service, including a Sub Account associated with your Member ID) engage in conduct that is a violation of any law, regulation or tariff (including, without limitation, copyright and intellectual property laws); or, (d) if you engage in conduct that is threatening, abusive or harassing to AVISP, employees or any of their vendor's employees or representatives, including, for example, making threats to physically harm or damage employee or company property, frequent use of profane or vulgar language, or repeatedly contacting our customer service representatives for reasons that do not pertain to our provisioning, maintenance, repair, or general servicing of your Service after you have been asked to stop such conduct. If we terminate your Service and you have a term commitment that is subject to an ETF, we may charge you that ETF in addition to any other rights that we reserve in other provisions of this Agreement. If we terminate or suspend your Service, your license to use any software provided in connection with the Service is also terminated or suspended (as applicable). If your Service is terminated, AVISP has the right to immediately delete all data, files, and other information stored in or for your account without further notice to you. You must pay all charges for the Service through the end of the billing cycle when the Service is terminated.

For more information visit:

<https://avispmail.com/customer-area>

<https://avispmail.com/mobile-messaging-terms-and-conditions/>

<https://avispmail.com/customer-area/privacy-policy/>

<https://avispmail.com/customer-area/use-terms/>