

General Information

By signing up for any SkyScape 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 SkyScape 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.

SkyScape Corporation. reserves the right to change policies, services, and pricing. Your continued use of a SkyScape 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.

SkyScape Corporation, reserves the right to refuse to provide service to anyone.

Term Agreement

SkyScape Residential Internet services require a twelve (12) month service agreement. If you cancel your service before the agreement expires, you will be subject to an Early Termination Fee of 100% of the monthly reoccurring fees. You must cancel the agreement by calling 707-408-8010. You may not cancel electronically.

Billing cycle

Most account services are billed monthly. All SkyScape services are billed in advance. Payments are credited once posted.

- **Grace Period/Late Fee:** A grace period of one day from the due date is given for most accounts. After one day without payment, you will incur late fee of \$35. Late fees are posted each month the account is overdue. The late fee must be paid with the current invoice.

Payment/Renewal Options

Credit Card Payments: All Residential accounts are required to have an active credit card on file for automatic billing. Your payment will be processed 3 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. SkyScape will automatically attempt payment once per day for a maximum of 3 attempts. If the payment is declined for any reason, we ask that you please verify your credit card information.
- **New Credit Cards or Updated Expirations:** If you receive a new credit card number or an updated expiration date please visit sky-scape.com and login to your account to update your credit card at least 4 days before your next due date. Or contact us at 707-408-8010 during business hours and we will be happy to assist you.
- **Disputes/Charge Backs:** Any billing related inquiries should be directed to 707-408-8010 between the hours of 8AM and 5PM Monday through Friday. We will need your account number, credit card number, and the original post date of the charge in question. If you wish to dispute any charges that SkyScape 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 SkyScape, you will be charged a one hundred and twenty-five dollar (\$125.00) fee. You will be responsible for any non-disputed charges beyond thirty (30) days.

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Overdue Accounts

- **1 day overdue:** If your account is overdue past 1 day, you will incur a \$35 late fee.
- **2 days overdue:** If your account is delinquent for more than 2 days it will be suspended. While your account is suspended you will be unable to access the internet. Service will be limited to SkyScape's website. If your account is suspended, please go to sky-scape.com to pay by credit card. Once we receive your payment in full, your service will be automatically unsuspended within 1-24 hours.
- **14 or more days overdue:** If your account is more than 30 days overdue SkyScape will terminate services and invoice for all remaining services plus any applicable termination fees. If we do not receive equipment and full payment within 7 days of your account being terminated SkyScape will transfer all remaining balances to a collection agency. You shall be responsible for all reasonable collection fees.

Other Agreements

- **Acceptable Use Policy:** You agree to adhere to the SkyScape acceptable use policy located at: www.sky-scape.com/legal/smb_aup
- **SkyScape Privacy Policy:** You agree to adhere to the SkyScape acceptable use policy located at: www.sky-scape.com/legal/smb_pp
- **IP Addressing and Justification:** You agree and understand all numerical IP addresses and phone numbers assigned to you are the sole property of SkyScape and its affiliates, you also agree that if you request address space from SkyScape you will be required to provide true, accurate, and appropriate justification for the resources requested.

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