

## GENERAL TERMS AND CONDITIONS OF SERVICE

1. By your continued acceptance of the services provided by Wire Tele-View Corporation ("WTV"), you agree to comply with all of the below general terms and conditions, and any other policies of WTV in effect or as amended from time to time by WTV.
2. **Due Date; Late Fees.** Invoices are due on the first of each month. A \$25 late fee will be applied to any invoice that remains unpaid, in whole or in part, after the close of business on the fifteenth of the applicable month. If the sixteenth of the applicable month falls on a Saturday or Sunday or a day which WTV is closed for business, the late fee will be applied on the next succeeding business day. WTV reserves the right, but has no obligation, to waive late fees in appropriate cases, in WTV's sole discretion.
3. **"No Service" Configuration of Internet Modem and Digital Cable Box.** Customers who start a new month of service with a past due balance remaining will have a "no service" configuration applied to their internet modem and digital cable box on the 1st business day of the new month. A "no service" configuration will render the services unavailable to the Customer. WTV may, but is not required to, "re-configure" Customer's equipment to restore services, upon payment in full of all past due balances, together with a re-configuration fee in the amount of \$16.00, which amount will compensate WTV for the time and expense of re-configuring the equipment.
4. **Disconnect for Non-Pay Customers.** Customers who do not pay their bill in full by the 15th of the month in which their bill is past due will be disconnected fully from our services. If the 15th of the month falls on a Saturday or Sunday or a day which WTV is closed for business, Customer will be disconnected the next succeeding business day. WTV may, but is not required to, reconnect and restore the services, upon payment in full of all past due balances, together with a reconnect fee of \$60.00, which amount will compensate WTV for the time and expense of reconnection of services.
5. **Cancellation Notice from Customer Required.** You must give WTV at least 30 days prior notice in the event that You have chosen to cancel/terminate services. Customer is responsible to pay all invoices that are issued for services provided through the earlier of (i) the date that is 30 days after Customer's notice of cancellation of services, or (ii) the actual date of disconnection by WTV. All services will be disconnected on the last day of each month. If the last day of the month falls on a Saturday or Sunday or a day which WTV is closed for business, services will be disconnected on the immediately preceding business day.
6. **Return of Leased Equipment on Termination of Service.** All equipment leased from WTV must be returned to WTV within 7 business days after termination of service for any reason. Failure to return leased equipment within 7 business days after termination of service will result in Customer being charged the full purchase price for such equipment, plus tax and related costs and charges.
7. **Changes to Terms of the Agreement.** WTV may change any of these terms and conditions or any other policies or procedures related to the provision of the services (including, but not limited to, the Pricing Sheet then in effect for the applicable service) at any time, from time to time, and you agree to review these terms and conditions periodically and you are responsible to keep yourself apprised of any such changes.

