

GoZoe Wireless Acceptable Use Policies

We at Gozoe Wireless L.L.P. understand how important it is to your home or business that your high-speed Internet service is safe and reliable. It is with this purpose in mind that Gozoe Wireless L.L.P. asks each customer to comply with established policies for use on our network. Policies include, but are not limited to, the following. Customers agree:

To comply with all applicable local, state, federal and international laws and regulations.

Not to operate a server (web or otherwise) that requires extensive or continuous bandwidth without prior approval of Gozoe Wireless L.L.P.

To not fraudulently obtain or distribute any material over the Internet or to present oneself in a fraudulent manner.

Not to intentionally cause harm to any Gozoe Wireless L.L.P. equipment. Violations will be prosecuted by applicable law.

To maintain appropriate virus, worm, and etc. protective software on personal equipment. Failure to do so may cause damage to the network and can result in suspension of service until such problem can be eliminated.

That spamming is harmful to any network and thus each customer will not participate in sending or receiving masses of unsolicited messages. Such activity can result in suspension of service.

That the Internet has sites with material inappropriate for minors. Many sites contain information that may be obscene or harmful. Customers will not hold Gozoe Wireless L.L.P. responsible for transmission of any such obscene, offensive, or harmful material. Gozoe Wireless L.L.P. Though Gozoe Wireless L.L.P. does filter the content before it gets to the customer it may not filter everything because of the constantly updating of new offensive sites daily to the web, but it is by far the best filtering solution we have found available today. The customer also has the right to override the filter on any given site and it is therefore the responsibility of the customer to protect this override password.

Gozoe Wireless L.L.P. Billing Policies

Payments are charged monthly and are payable one month in advance. Payments are due on the anniversary of the sign-up date monthly. Payment is considered late after 3 days and suspension of services will incur after being 7 days late. Email notifications, reminders and receipts will be sent only if email address has been sent to customersupport@gozoe.com. Paper statements will be sent upon request at a \$1 per month fee. Suspension will be reinstated upon receipt of all fees with a \$10.00 reactivation fee being added to the outstanding balance. Checks returned for non-payment will be assessed an additional \$25.00 fee.

All rental equipment will be returned to Gozoe Wireless L.L.P. in working order at the end of the agreement if desiring to discontinue service. Full value of equipment will be charged to the customer if any equipment is returned damaged or not in working order. Failure to return equipment upon suspension of service will result in a charge of the full value of the equipment (\$500) plus the removal cost of \$65.

All cancellations should be submitted in writing by mail to:

Gozoe Wireless L.L.P.
Cancellations Dept.
603 East Grand ave.
Marshall, TX 75670