



Cruziointernet

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Velocity DSL Terms of Use

This Velocity DSL Terms of Use (hereinafter referred to as "Agreement") is entered into by you (hereinafter referred to as "Customer" or "you") and The Internet Store, Inc. doing business as Cruzio, Cruzio Internet, Cruzioworks, and Gatespeed (hereinafter referred to as "Cruzio"). By signing this Agreement whether physically or electronically, or by accessing or using the Services described in this Agreement, Customer also agrees to the terms of the Cruzio Internet Master Services Agreement, all of the provisions of which are hereby incorporated into this Agreement as though fully stated in this Agreement.

1. Telephone Service

1.1 Cruzio Velocity and DSL services are inextricably tied to your voice telephone line. Any changes or interruptions to your telephone service could result in disruption of your Velocity or DSL service. Velocity and DSL customers must maintain a Sonic Fusion or AT&T telephone service in continuous working order to maintain the Velocity or DSL circuit. Any action, or inaction, resulting in the Sonic Fusion or AT&T telephone service being disconnected or changed (including changing the name associated with your AT&T service) will result in loss of Velocity or DSL service.

1.2 Fusion voice telephone service is provided by Cruzio, The Internet Store, Inc. under agency for Sonic Telecom. If you have a complaint, you may contact Sonic Telecom at 1-888-766-4233. If you have a complaint that we cannot resolve, you may write the California Public Utilities Commission at Consumer Affairs Branch, 505 Van Ness Ave., San Francisco, CA 94102, or online at <http://www.cpuc.ca.gov/puc/>, or call 1-800-647-7570 or TDD 1-800-229-6846.

2. Velocity and DSL Speeds

Velocity and DSL speeds can vary depending on location, line quality, inside wiring, Internet traffic, and other factors beyond the control of Cruzio. Some line stabilization may be necessary for DSL service. Stabilization could include the lowering of provisioned line speed.

3. Payment Obligations

For information about Fusion Phone taxes and fees, please visit:

<http://www.cruzio.com/member-tools/support/fusion-phone-taxes-fees/>

For information about Fusion Phone international rates, please visit:

<http://www.cruzio.com/member-tools/support/fusion-phone-international-rates/>

These rates are governed by Sonic.net, not by Cruzio, and they are subject to change at any time. Please refer to this list or Sonic.net before making any international calls that will incur charges, or if you have any questions regarding this list.

For information about Fusion Phone codes, please visit:

<http://www.cruzio.com/member-tools/support/fusion-phone-help/>

Customer Name/Customer Representative (PRINT)

Signature

Date