

Residential Terms and Conditions

THESE RESIDENTIAL TERMS AND CONDITIONS (THE “AGREEMENT”) STATE THE TERMS AND CONDITIONS UNDER WHICH YOU (“YOU” OR “CUSTOMER”) MAY USE THE RESIDENTIAL SERVICE PROVIDED BY SKYPACKET NETWORKS, INC. (HERINAFTER “SKYPACKET”). READ THIS AGREEMENT CAREFULLY AND COMPLETELY AS IT SETS FORTH YOUR RIGHTS AND OBLIGATIONS WITH RESPECT TO YOUR USE OF THE SERVICE.

I. General Terms

1. Scope of this Agreement:

SkyPacket provides its residential service to Customer conditioned upon Customer’s acceptance, in its entirety, of the terms and conditions contained in this Agreement. SkyPacket may, in its sole discretion, change, modify, add/or remove portions of this Agreement, and the service provided hereunder, at any time. SkyPacket will notify Customer of any such changes by posting the modified Agreement on the SkyPacket Web site: www.skypacket.net, or sending notice via email, postal mail, or other means to Customer. Customer’s continued use of the service following notice of such change shall be deemed to be Customer’s acceptance of any such modification. If Customer does not agree to any such modification, Customer must immediately stop using the service and notify SkyPacket that Customer is terminating this Agreement in accordance with the notice provisions contained herein.

2. Equipment.

Customer understands and agrees that the service requires certain equipment to be provided by Customer (the “Customer Equipment”) such as a modem and personal computer with an Ethernet jack and an appropriate operating system, as well as certain equipment that will be provided by SkyPacket or its designee such as an antenna, radio, cable and power brick, Customer represents that it owns the Customer Equipment or otherwise has the right to use the same in connection with the service. It is the responsibility of Customer to provide and maintain all equipment that is not provided by SkyPacket. It is Customer’s responsibility to make sure that all Customer Equipment is working properly and to troubleshoot and resolve problems with such equipment if it is not functioning properly. Customer is provided with SkyPacket equipment as part of Customer’s monthly subscription fees. It is the responsibility of SkyPacket to make sure

that SkyPacket equipment is working properly but SkyPacket may charge Customer for repair and replacement of SkyPacket equipment. Customer will be charged for service visits that are the result of Customer Equipment or misuse or damage to SkyPacket equipment by Customer.

3. Service Term.

Unless otherwise specified in your Order for Residential Service, each SkyPacket service plan is for a three-year initial term. Customer and SkyPacket may enter into new subscription agreements that replace the original subscription agreement. At the end of the term of the current subscription, service will be supplied on a month to month automatically renewing basis which Customer or SkyPacket may terminate by giving notice at least 30 days in advance of the termination date. Any renewal of your services with us is subject to the then current terms and conditions. Customer acknowledges that at the time of renewal the subscription fee may be higher or lower than the price paid for the initial term of service.

4. Customer Support and Customer Equipment.

Customer agrees that (i) Customer will not be entitled to Customer support relating to any issues other than the quality of the signal delivered to Customer's antenna and power brick, and (ii) the following limitations of liability shall apply: SKYPACKET DOES NOT ASSUME ANY LIABILITY WHATSOEVER FOR ANY DAMAGE TO OR FAILURE OF CUSTOMER EQUIPMENT OR CUSTOMER'S INABILITY TO ACCESS OR USE THE SERVICE. The foregoing limitation of liability is in addition to and shall not limit any other limitation of liability set forth in the remainder of this Agreement.

5. Access to Customer's Premises.

Customer authorizes SkyPacket and its employees, agents, contractors, and representatives to enter Customer's premises (the "Premises") in order to install, maintain, inspect, repair, and if necessary remove the SkyPacket equipment. All such services will be conducted at a time agreed to with Customer. If Customer is not the owner of the Premises, upon request, Customer will supply SkyPacket with the owner's name and address, evidence that Customer is authorized to grant access to the Premises on the owner's behalf, and (if needed) written consent from the owner of the Premises to install the necessary SkyPacket equipment. SkyPacket assumes no responsibility for any damage, personal or property, to the Premises or the Customer Equipment as a result of the installation or removal of the SkyPacket equipment. In the event Customer elects to remove or move any SkyPacket equipment, Customer assumes all responsibility for any damage, personal or property, caused by such action.

6. Relocation of SkyPacket Equipment.

Customer shall not relocate the SkyPacket equipment as this may affect Customer's ability to receive service. If Customer decides to move locations, Customer will contact SkyPacket for additional information concerning the procedures for transferring the SkyPacket equipment and service to Customer's new location. If the service is not available to Customer at their new location, then the Agreement shall terminate and Customer shall comply with the termination provisions of this Agreement. If the service is available at the new location, upon request by Customer and approval by SkyPacket, SkyPacket may relocate the SkyPacket equipment to Customer's new location at a time agreed to with Customer. Customer acknowledges that Customer will be billed for the removal and reinstallation of the SkyPacket equipment at SkyPacket's then current hourly rates plus materials. In all cases, Customer shall notify SkyPacket as provided herein.

7. Replacement or Repair of SkyPacket Equipment.

Customer shall be solely responsible for the cost of replacement or repair of any lost, stolen, damaged, sold, transferred, leased, encumbered, or assigned SkyPacket equipment or part thereof, together with any incidental costs incurred by SkyPacket relating to the replacement, repair, or installation of the SkyPacket equipment. Damage to equipment includes damages arising from an Act of God, including, without exception, electrical, lightning or power surge damage.

8. Back-up Requirements.

The installation, use, inspection, maintenance, repair, and removal of the SkyPacket equipment may result in service outage or potential damage to Customer's computer and other Customer Equipment. If Customer does not back up all existing computer files by copying them to another storage medium prior to such activities, Customer understands and accepts the associated risks of such a decision.

9. No Liability for Customer Equipment or Files.

SkyPacket has no liability whatsoever for any damage, loss, or destruction of Customer Equipment, including loss or destruction of any software, files, or data. This includes harm resultant from any computer upgrades. Customer must perform for service eligibility, including the installation of an Ethernet Network Interface Card.

10. Installation.

SkyPacket or its agents will install the SkyPacket equipment. The Customer will be billed for installation according to the selected billing plan.

11. Residential Quality of Service.

All residential service is best efforts. Advertised residential speeds are maximum speeds and the service may not always or ever reach those speeds. There are no performance guarantees or service level agreements for residential service.

CUSTOMER IS ADVISED NOT TO USE OR RELY ON THE SERVICE AND INFORMATION RELATED THERETO FOR "CONTENT SENSITIVE" OR "MISSION CRITICAL" APPLICATIONS AND USE. "CONTENT SENSITIVE" MEANS ANY INFORMATION OR DATA CUSTOMER DOES NOT WISH TO BE FREELY ACCESSIBLE AND GENERALLY AVAILABLE TO INTERNET USERS. "MISSION CRITICAL" APPLICATIONS AND USE ARE THOSE WHERE CONTINUOUS OPERATION IS CRITICAL TO AN INDIVIDUAL OR COMPANY AND WHERE HARM OR DAMAGE MAY BE CAUSED BY ANY DOWNTIME.

12. Service Fees.

Customer agrees to pay the monthly service fees, plus applicable taxes, as set forth in the current price list effective at the time of installation, as modified from time to time in accordance with the terms of this agreement. The initial service fee, together with applicable taxes, will be charged to Customer at the time of installation. Thereafter, the service fee together with applicable taxes will be billed to Customer. SkyPacket reserves the right to change prices and institute new fees at any time upon notice to Customer by posting new prices on the SkyPacket Web site or by sending notice via email or postal mail.

13. Installation Charges.

The installation charge, any additional installation equipment required plus applicable taxes, is as set forth in the order for service. At SkyPacket's option, the installation charge, together with any additional equipment required and applicable franchise fees and taxes, will be charged to Customer at the time of installation, or (ii) in accordance with SkyPacket's then-current billing policies.

14. Additional Fees.

In addition to service fees and installation charges, Customer will pay SkyPacket the following fees unless there is an exception in this Agreement:

Mailing Fee: A mailing fee of \$1 will be charged for each physical mailing made to Customer.

Late Fee: A late fee equal to the maximum permitted in the jurisdiction in which service is delivered to Customer may be added to the amount due if payment has not been received by the due date.

Dishonored Check Fee: Collection fees and all other amounts allowed by law will be charged when a check is dishonored.

Reinstatement of Service Fee: If SkyPacket agrees to reinstate service after all amounts due on Customer's account have been paid, a reinstatement charge of \$25 will be made.

Collection Fees: Delinquent accounts may be assigned to a collection agency. In that event, Customer will pay all lawful charges of the collection agency.

Early Termination Fees: Upon the termination of service prior to the end of the current service term, Customer will pay SkyPacket according to the following chart.

Remaining Term	Termination Fee
Less than 1 year	\$ 50.00
1 to 2 years	\$100.00
2 to 3 years	\$150.00

15. Agreement to Pay.

For the term chosen by Customer in the order for service, Customer agrees to pay all SkyPacket, installation charges, maintenance fees, service fees, and additional fees, including applicable taxes. Customer hereby authorizes SkyPacket to charge Customer's debit or credit card, invoice customer, or use other billing options in accordance with SkyPacket's then-current billing policies for all such fees, charges and taxes. Customer agrees to pay for SkyPacket service through the end of the term or in accordance with SkyPacket's then-current billing policies. Further, Customer hereby authorizes SkyPacket to charge Customer's debit or credit card for all fees related to termination, including equipment charges and any and all other fees related to termination to which the Customer is subject pursuant to the terms of this Agreement.

16. Third Party Charges.

The service will allow Customer to access the Internet, online services, and other information, and provides Customer access to e-mail. Customer acknowledges that Customer may incur charges

while using the service in addition to those billed by SkyPacket. For example, charges may be incurred as a result of accessing certain online services or purchasing or subscribing to certain other offerings. Customer agrees that all such charges, including all applicable taxes, are the sole responsibility of Customer.

17. Billing Errors.

Subject to applicable law, Customer must notify SkyPacket of any billing errors or other requests for credit within 60 days of the related billing. After this period, the billing will be considered to be correct.

II. Interruption of Services

1. Notification.

To the extent possible, SkyPacket will give Customer advance notice of planned interruptions of service to Customer. Such interruptions shall not be deemed a default hereunder.

2. Refunds.

Except as expressly set forth in or contemplated by this Agreement, in the case of refund for lost services, credit will be issued only for periods of lost service greater than twenty four (24) continuous hours. In the event of lost services greater than 24 continuous hours, not including lost service due to the failure of Customer Equipment, unauthorized Customer relocation of SkyPacket equipment, through any other fault of Customer, or due to the failure of any upstream network outage, SkyPacket will prorate the refund for the lost service time in respect to the Customer's monthly service Fees. No refund will be given for any lost time under 24 continuous hours. Customer is not eligible for any refunds if Customer is in violation of any of the terms of this Agreement.

3. Repair.

SkyPacket will use commercially reasonable efforts to repair or replace (at SkyPacket's option) any SkyPacket equipment damaged due to normal wear. Such repair will be at Customer's expense. The Customer will be billed at SkyPacket's then-current hourly rates plus materials. SkyPacket will not be responsible for the repair or replacement of any Customer Equipment or any interruption of service due to failure of Customer Equipment.

4. Providers.

SkyPacket will not be held responsible for the external Internet connections provided by third parties.

III. Use of Service by Customer

1. Permission Grant.

SkyPacket grants to Customer permission to use the SkyPacket equipment (antenna, radio, cable and power brick), but does not grant permission to: (a) attempt to login/reconfigure/attack the SkyPacket equipment (b) open SkyPacket equipment (c) remove any proprietary notices or labels on the SkyPacket equipment (d) modify, translate, reverse-engineer, de-compile, disassemble (except to the extent applicable laws specifically prohibit such restriction), or create derivative works based on the SkyPacket equipment (e) rent, sell or otherwise transfer the SkyPacket equipment.

2. Registration Information.

In consideration of Customer's use of the service, Customer agrees to: (a) provide true, accurate, current, and complete information as prompted by the service's registration or member sign-up form (such information being the "Registration Information"); (b) maintain and promptly update the Registration Information to keep it true, accurate, and complete; (c) refrain from using the service for any purpose that is unlawful or prohibited by this Agreement. If Customer provides any information that is untrue, inaccurate, not current, or incomplete, or if SkyPacket has reasonable grounds to suspect that such information is untrue, inaccurate, not current, or incomplete, SkyPacket has the right to suspend or terminate Customer's account and refuse any and all current or future use of the service (or any portion thereof).

3. Service Eligibility.

The service is available only to individuals and entities that can form legally binding contracts under applicable law and their permitted agents and assigns (i.e., family members, friends, etc.). Customer is responsible for the use of the service purchased by Customer, whether by Customer or anyone other than Customer.

SkyPacket or any of its parents, subsidiaries, affiliates, agents, or assigns, may refuse the use of, and participation in, the service to anyone at any time if, in its sole discretion, it determines

that compliance with usual termination procedures would irreparably harm SkyPacket or its other customers.

4. Prohibited Activities and Immediate Termination of Service

Customer agrees to not use or permit others to use the service to do any of the following and further agrees that SkyPacket may terminate Customer's service immediately, in whole or in part, and without prior notice if it reasonably believes that any of the following are being done through Customer's service:

a. Illegal network activity, such as hacking, DDOS-Distributed Denial of service attacks, and SYN flood, failure to comply with all local rules regarding online conduct and acceptable Content, and failure to comply with all applicable laws regarding the transmission of technical data exported from the United States or from the country in which Customer resides;

b. "spamming" or using "email relay";

c. (i) upload, post, email, or otherwise transmit any Content that is unlawful, harmful, threatening, abusive, harassing, tortuous, defamatory, vulgar, obscene, libelous, invasive of another's privacy, hateful, or racially, ethnically, or otherwise objectionable; (ii) harm minors in any way; (iii) impersonate any person or entity, including, but not limited to, a SkyPacket representative, forum leader, guide or host, or falsely state or otherwise misrepresent Customer's affiliation with a person or entity; (iv) forge headers or otherwise manipulate identifiers in order to disguise the origin of any Content transmitted through the service; (v) upload, post, email, or otherwise transmit any Content that Customer does not have a right to transmit under any law or under any contractual or fiduciary relationships (such as inside information, proprietary and confidential information learned or disclosed as part of employment relationships or under nondisclosure agreements); (vi) upload, post, email or otherwise transmit any Content that infringes any patent, trademark, trade secret, copyright or other proprietary rights of any party; (vii) upload, post, email, or otherwise transmit any unsolicited or unauthorized advertising, promotional materials, "junk mail," "spam," "chain letters," "pyramid schemes," or any other form of solicitation; (viii) upload, post, email, or otherwise transmit any material that contains software viruses or any other computer code, files, or programs designed to interrupt, destroy, or limit the functionality of any computer software or hardware or telecommunications equipment; (ix) interfere with or disrupt the service or servers or networks connected to the service, or disobey any requirements, procedures, policies, or regulations of networks connected to the service; (xi) intentionally or unintentionally violate any applicable local, state, federal, or international law, including, but not limited to, regulations promulgated by the U.S. Securities and Exchange Commission, any rules of any

national or other securities exchange, including, but not limited to, the New York Stock Exchange, the American Stock Exchange, or the Nasdaq, and any regulations having the force of law; (xii) “stalk” or otherwise harass another; or (xiii) collect or store personal data about others.

d. transmission or storage of any information, data, or material in violation of any U.S. federal, state, or local regulation or law. This includes, but is not limited to, posting or disseminating content which is obscene, unlawful, threatening, defamatory, or which infringes the intellectual property of any person;

e. post, transmit, or disseminate objectionable information, including, without limitations, any transmissions constituting or encouraging conduct that would constitute a criminal offense, give rise to civil liability, or otherwise violate any local, federal, or international law, order, or regulation;

f. access any other person’s computer or software without the knowledge and consent of such person;

g. upload, post, publish, transmit, reproduce, create derivative works of, or distribute in any way, information, software, or other material obtained through the service which is protected by copyright or other proprietary right, without obtaining permission of the owner;

h. alter, modify, or tamper with the SkyPacket service or permit any other person to do the same that is not authorized by SkyPacket;

i. restrict, inhibit, or otherwise interfere with the ability of any other person to use or enjoy the SkyPacket equipment or the service, including, without limitation, posting or transmitting any information or software which contains a virus or other harmful feature; or generating levels of traffic sufficient to impede others’ ability to send or retrieve information;

j. inhibit or have the potential to inhibit the ability of any other person to use the service by serving or attempting to serve faulty IP addresses to other SkyPacket customers. SkyPacket may deny service to Customer until the problem is resolved;

k. knowingly disrupt the service;

l. resell the service or otherwise charge others to use the service. The service is for personal use only and Customer agrees not to use the service for operation as an Internet service Provider or for any other business enterprise in competition with the service;

m. attempt to login, access, or attack any of SkyPacket's equipment or network, including radio and network equipment;

n. assist unauthorized users to gain access to SkyPacket's network by releasing proprietary software or other means; or

o. open, tamper with or attempt to repair SkyPacket equipment;

SkyPacket may also terminate Customer's service without notice if (i) SkyPacket receives an appropriate notice or request under the Digital Millennium Copyright Act, (ii) if necessary to comply with any law, regulation, rule or judicial or regulatory order, or (iii) if Customer uses the SkyPacket equipment or services in a way which is contrary to any other SkyPacket policy.

This Section shall not in any way limit SkyPacket's rights of termination pursuant to this Agreement. Customer assumes the risk and agrees to indemnify and hold harmless SkyPacket against all claims and expenses (including reasonable attorney fees) resulting from Customer engaging in any of the activities listed above. This provision will survive termination of this Agreement.

4. Content

Customer understands that all information, data, text, software, music, sound, photographs, graphics, videos, messages, or other materials ("Content"), whether publicly posted or privately transmitted, are the sole responsibility of the person from which such Content originated. Customer is entirely responsible for all Content that Customer uploads, posts, emails, or otherwise transmits via the service. SkyPacket does not control the Content posted via the service and, as such, does not guarantee the accuracy, integrity, or quality of such Content. Customer understands that by using the service, Customer may be exposed to Content that is offensive, indecent, or objectionable. SkyPacket shall have no liability whatsoever for any claims, losses, actions, damages, suits or proceedings arising out of or relating to Content, including, but not limited to, any errors or omissions in any Content, or any loss or damage of any kind incurred as a result of any Content posted, emailed, or otherwise transmitted by or to Customer via the service.

Customer acknowledges that SkyPacket does not pre-screen Content, but that SkyPacket and its designees shall have the right (but not the obligation) in their sole discretion to refuse, restrict or move any Content that is available via the service. Without limiting the foregoing, SkyPacket and its designees shall have the right to remove any Content that violates this Agreement or is otherwise objectionable, in SkyPacket's sole discretion.

Customer acknowledges and agrees that SkyPacket may preserve Content and may also disclose Content if required to do so by law or in the good faith belief that such preservation or disclosure is reasonably necessary to: (i) comply with legal process; (ii) enforce this Agreement; (iii) respond to claims that any Content violates the rights of third parties; or (iv) protect the rights, property, or personal safety of SkyPacket, its users, and the public.

Customer understands that the technical processing and transmission of the service, including Customer's Content, may involve (i) transmissions over various networks; and (ii) changes to conform and adapt to technical requirements of connecting networks or devices.

It is solely Customer's responsibility to evaluate the accuracy, completeness, and usefulness of all opinions, advice, services, and other information provided through the service. SkyPacket does not endorse or represent the reliability, accuracy, or quality of any information, goods, services, or products displayed or advertised on the service. Any items purchased or obtained by any Customer through the service is done at the Customer's sole risk. Any Content related to business, finance, and/or securities matters and the like contained on the service is provided for informational purposes only, and no content included in the service is intended for trading or investing purposes. SkyPacket shall not be responsible or liable for the accuracy, usefulness, or availability of any information transmitted via the service, and shall not be responsible or liable for any trading or investment decisions made based on such information.

Customer agrees that the service and the software may contain proprietary and confidential information that may be protected by applicable intellectual property and other laws. Customer further acknowledges and agrees that Content contained in sponsor advertisements or information presented to Customer through the service, advertisers, or suppliers may be protected by copyrights, trademarks, service marks, patents, or other proprietary rights and laws.

5. Dealings with Advertisers and Suppliers.

Customer may enter into correspondence with or participate in promotions of advertisers and/or suppliers on the service showing their products on the service. Any such correspondence or promotions, including the delivery of and the payment for goods and services, and any other terms, conditions, warranties, or representations associated with such correspondence or promotions, are solely between the corresponding user and the advertiser, and/or supplier. SkyPacket assumes no liability, obligation, or responsibility for any part of any such correspondence or promotion.

6. Links to Third-Party Sites.

SkyPacket provides links to other external sites or resources. Because SkyPacket has no control over such sites and resources, Customer acknowledges and agrees that SkyPacket is not responsible for the availability of such external sites or resources, and does not endorse and is not responsible or liable for any content, advertising, products, services or other information or materials on or available from such sites or resources. If Customer chooses to access third-party services, Customer does so entirely at his/her own risk.

7. General Policies.

Customer acknowledges that SkyPacket may establish general practices and limits concerning use of the service, including without limitation (i) the maximum number of email messages that may be sent from or received by an account on the service and (ii) the maximum size of any email message that may be sent from or received by an account on the service. Customer agrees that SkyPacket has no responsibility or liability for the failure of the service and the deletion of other Content maintained or transmitted by the service. SkyPacket reserves the right at any time and from time to time to modify or discontinue, temporarily or permanently, the service (or any part thereof) with or without notice.

IV. Privacy Policy

1. Subscriber Privacy Notice.

This Privacy Policy contains information pertaining to Customer's privacy rights provided under federal law and inherent privacy risks of the internet. SkyPacket may, in its sole discretion, change, modify, add, or remove portions of the Privacy Policy, and the service provided hereunder, at any time. SkyPacket will notify Customer of any such changes by posting the modified Privacy Policy on the SkyPacket Web site, or sending notice to Customer via email, postal mail, or other means. Customer's continued use of the service following notice of such change shall be deemed to be Customer's acceptance of any such modification. If Customer does not agree to any such modification, Customer must immediately stop using the service and notify SkyPacket that Customer is terminating this Agreement. If Customer does not agree to the new policies, Customer's sole remedy is to terminate this Agreement and comply with the termination provisions herein.

2. Personal Information.

We use your Personal Information for our internal business purposes including, without limitation, billing, customer communications, providing services, and protecting the Company and its customers. We share your Personal Information with third parties as necessary or convenient for our internal business purposes or as required by law.

The security of your Personal Information is important to us, but remember that no method of transmission over the Internet or method of electronic storage is 100% secure. We will implement and maintain reasonable security procedures and practices that are appropriate to the nature of personal information held and are reasonably designed to help protect the information. While we strive to use commercially acceptable means to protect your Personal Information, we cannot guarantee its absolute security.

3. Data Concerning Customer's Use of the Service.

SkyPacket has no obligation to monitor the service, but may do so. SkyPacket may disclose information regarding Customer's use of the service if SkyPacket, in its sole discretion, believes that it is reasonable to do so, including but not limited to disclosure to satisfy laws, regulations, or governmental or legal requests; to operate the service properly; or to protect itself and its Customers. SkyPacket may immediately remove Customer's material or information from SkyPacket's servers, in whole or in part, when SkyPacket, in its sole and absolute discretion, determines that it infringes another's property rights or violates this Agreement. SkyPacket shall have no liability whatsoever for any claims, losses, actions, damages, suits or proceedings arising out of or relating to such use or disclosure.

4. Malware and Communication Errors.

The data and information Customer sends and receives may be subject to privacy- and security-invading activities including, but not limited to, eavesdropping, electronic trespassing, "sniffing," "spamming," "nuking," "hacking," "spoofing," imposture, breaking passwords, harassment, fraud, forgery, and system contamination including use of viruses, "worms," and "Trojan" applications causing unauthorized, damaging, harmful access and/or retrieval of information and data on Customer's computer and other forms of activities that may be unlawful. Information and data may also not reach its destination or may reach an erroneous address or recipient. SkyPacket shall have no liability whatsoever for any claims, losses, actions, damages, suits or proceedings arising out of or relating to malware or communication errors.

5. Eavesdropping.

SkyPacket's facilities are used by numerous service subscribers. As a result, there is a risk that Customer could be subject to "eavesdropping." This means that other service subscribers may be able to access and monitor Customer's use of the service. This risk of eavesdropping exists not only with SkyPacket's facilities, but also on the Internet and other services to which access is provided as part of the service. Because of this risk, any sensitive or confidential information sent by Customer is sent at the Customer's sole risk, and SkyPacket shall have no liability whatsoever for any claims, losses, actions, damages, suits, or proceedings arising out of or otherwise relating to eavesdropping or similar activities.

6. Remote Access.

Users outside the Customer's home may be able to access the Customer's computer. It is important that the Customer take appropriate steps to protect their information on the computer from being accessed by others. To this end, we encourage Customers to acquire a firewall, utilize virus protection, and implement other security measures the Customer deems necessary to protect the integrity of the data on Customer's computer. In addition, some software includes capabilities that permit other users across a network, such as the service and the Internet, to gain access to the Customer's computer and to the software, files, and data stored on the computer. Operating systems can include file sharing and print sharing capabilities which, when enabled, will permit other users to gain access to the Customer's computer even if the Customer is not using the service. Notwithstanding the foregoing recommendations, Customer hereby acknowledges and agrees that the Customer's use of the service is at the Customer's own risk, and SkyPacket shall not have any liability whatsoever for any claims, losses, actions, damages, suits, or proceedings arising out of or otherwise relating to remote access.

V. Termination and Expiration

1. Termination by Customer.

Customer may only terminate this Agreement by written notice to SkyPacket. All related charges and fees may be billed to Customer or charged to Customer's credit card. Customer agrees and acknowledges that the payment obligations set forth herein apply to Customer's termination of this Agreement for any reason whatsoever.

2. Termination by SkyPacket.

SkyPacket may terminate this Agreement immediately should Customer violate any of the terms of this Agreement. SkyPacket may also terminate the service without cause at any time by providing Customer with written notice of such termination no later than 30 days prior to the date of termination. In the event SkyPacket terminates the service for any reason other than Customer's violation of this Agreement, fees and charges will accrue through the date of termination but all prepaid fees and charges that have been paid in advance for any full month of canceled services will be refunded.

3. Customer Obligations Upon Termination.

Upon termination, Customer's obligations and permissions to SkyPacket under this Agreement will continue except for future service charges. Customer agrees that upon termination of this Agreement SkyPacket equipment must be returned in good working condition or will be subject to a \$150 non-returned equipment fee. Customer will permit SkyPacket, and its employees, agents, contractors, and representatives, to access Customer's premises to remove the SkyPacket equipment, or Customer may remove equipment and return it to SkyPacket in good working condition within 5 days of the effective date of termination or Customer will be subject to a \$150 non-returned equipment fee.

VI. DISCLAIMER OF WARRANTIES

1. GENERAL DISCLAIMER

EXCEPT AS OTHERWISE SET FORTH, THE SKYPACKET EQUIPMENT, SERVICE, AND SOFTWARE ARE PROVIDED BY SKYPACKET "AS IS" WITHOUT WARRANTY OF ANY KIND. SKYPACKET DOES NOT WARRANT UNINTERRUPTED USE OR OPERATION OF THE SKYPACKET EQUIPMENT OR SERVICE. SKYPACKET DOES NOT WARRANT THAT ANY DATA OR FILES SENT BY OR TO CUSTOMER WILL BE TRANSMITTED IN UNCORRUPTED FORM OR WITHIN A REASONABLE PERIOD OF TIME. ALL REPRESENTATIONS AND WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ANY WARRANTIES OF NONINFRINGEMENT, FITNESS FOR A PARTICULAR PURPOSE, OR MERCHANTABILITY ARE HEREBY EXCLUDED.

2. SPECIFIC MATTERS NOT WARRANTED

CUSTOMER EXPRESSLY UNDERSTANDS AND AGREES THAT: a. SKYPACKET MAKES NO WARRANTY THAT (i) THE SERVICE OR THE SKYPACKET EQUIPMENT WILL MEET

CUSTOMER'S REQUIREMENTS, (ii) THE SERVICE WILL BE UNINTERRUPTED, TIMELY, SECURE, OR ERROR-FREE, (iii) DELETION, MISDELIVERY, OR FAILURE TO STORE OR EFFECTUATE ANY USER COMMUNICATIONS, ORDERS, LISTINGS, OR CUSTOMIZATION SETTINGS WILL NOT OCCUR AS A RESULT OF CUSTOMER'S USE OF THE SERVICE, (iv) THE RESULTS THAT MAY BE OBTAINED FROM THE USE OF THE SERVICE WILL BE ACCURATE OR RELIABLE, AND (v) ANY ERRORS IN THE SKYPACKET EQUIPMENT, INCLUDING HARDWARE OR SOFTWARE, WILL BE CORRECTED. b. THE SERVICE MAY CONTAIN DEFECTS AND, ACCORDINGLY, CUSTOMER IS ADVISED TO SAFEGUARD IMPORTANT DATA, TO USE CAUTION, AND TO NOT RELY IN ANY WAY ON THE CORRECT FUNCTIONING OR PERFORMANCE OF THE SERVICE. c. ANY MATERIAL, PRODUCTS, OR SERVICES DOWNLOADED OR OTHERWISE OBTAINED THROUGH THE USE OF THE SERVICE IS DONE AT CUSTOMER'S OWN DISCRETION AND RISK AND THAT CUSTOMER WILL BE SOLELY RESPONSIBLE FOR ANY DAMAGE TO CUSTOMER'S COMPUTER SYSTEM OR LOSS OF DATA THAT RESULTS FROM THE DOWNLOAD OF ANY SUCH MATERIAL. d. NO ADVICE OR INFORMATION, WHETHER ORAL OR WRITTEN, OBTAINED BY CUSTOMER FROM SKYPACKET OR THROUGH OR FROM THE SERVICE SHALL CREATE ANY WARRANTY NOT EXPRESSLY STATED IN THIS AGREEMENT.

3. LIMITATION OF LIABILITY.

SKYPACKET OR ANY OTHER PERSON INVOLVED IN CREATING, INSTALLING, DELIVERING, TESTING, OR USING THE SERVICE SHALL NOT BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES, RESULTING FROM THE USE OR THE INABILITY TO USE THE SERVICE, SERVICE OUTAGE, OR FOR COST PROCUREMENT OF SUBSTITUTE GOODS AND SERVICES, OR RESULTING FROM ANY GOODS OR SERVICES PURCHASED OR OBTAINED, OR MESSAGES RECEIVED OR TRANSACTIONS ENTERED INTO THROUGH THE SERVICE OR RESULTING FROM UNAUTHORIZED ACCESS TO, OR ALTERATION OF A USER'S TRANSMISSIONS OR DATA, INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF REVENUE, PROFITS, BUSINESS USE, DATA, OR OTHER INTANGIBLE INFORMATION, EVEN IF SKYPACKET HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THE AGGREGATE LIABILITY FOR SKYPACKET TO CUSTOMER FOR ALL CLAIMS ARISING FROM THE USE OF THE SERVICE IS LIMITED TO \$100.

CUSTOMER'S SOLE REMEDY FOR SERVICE INTERRUPTION SHALL BE LIMITED TO A PRO RATA REFUND FOR INTERRUPTIONS GREATER THAN 24 CONTINUOUS HOURS.

SKYPACKET SHALL NOT BE LIABLE TO CUSTOMER OR TO ANY THIRD PARTY FOR ANY MODIFICATION, SUSPENSION, OR DISCONTINUANCE OF THE SERVICE.

THIS AGREEMENT IS BETWEEN CUSTOMER AND SKYPACKET ONLY AND IS NOT FOR THE BENEFIT OF ANY THIRD PARTY.

SKYPACKET HAS NO LIABILITY WHATSOEVER FOR ANY DAMAGE, LOSS, OR DESTRUCTION OF CUSTOMER EQUIPMENT, INCLUDING LOSS OR DESTRUCTION OF ANY SOFTWARE, FILES, OR DATA.

4. EXCLUSIONS AND LIMITATIONS.

SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF CERTAIN WARRANTIES OR THE LIMITATION OR EXCLUSION OF LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. ACCORDINGLY, SOME OF THE ABOVE LIMITATIONS MAY NOT APPLY TO CUSTOMER.

VII. Miscellaneous

1. Indemnification.

Customer agrees to indemnify and hold SkyPacket, its directors, officers, employees, agents, attorneys, co-branders or other partners harmless from any claim or demand, including reasonable attorneys' fees, made by any third party due to or arising out of the Content Customer submits, posts to or otherwise transmits through the service, Customer's use of the service and the SkyPacket equipment, Customer's connection to the service, Customer's violation of this Agreement, or Customer's infringement of any intellectual property or other right of any other person or entity.

2. No Duty of Investigation or Enforcement Against Third Parties.

Because user authentication on the Internet is difficult, SkyPacket cannot and does not confirm that each user is who they claim to be. Unless required by law, SkyPacket has no duty to Customer to be involved in user-to-user dealings or disputes, whether or not the other user is a customer of SkyPacket.

3. Multiple Users.

Customer acknowledges that Customer is executing an Agreement on behalf of all persons who use the SkyPacket equipment and/or service through Customer's computer. Customer shall have sole responsibility for ensuring that all such other users understand and comply with the terms and

conditions of this Agreement. Customer further acknowledges and agrees that Customer is solely responsible and liable for any and all breaches of the terms and conditions of this Agreement, whether such breach is the result of use of the service and/or SkyPacket equipment by Customer or by another user of Customer's computer. Customer agrees to indemnify and hold harmless SkyPacket against all claims and expenses (including reasonable attorney fees) arising out of the use of the service and/or equipment by any other user of Customer's computer.

4. Governing Law, Attorney Fees and Limitation of Actions.

This Agreement shall be governed by and construed in accordance with the laws of the State of Maryland without regard to its conflicts of law provisions.

Attorney fees will not be awarded in disputes between SkyPacket and Customer. In the event that applicable law awards Customer attorney fees in a particular action and such fees are not waived by Customer at the outset, then Customer agrees that it will pay the reasonable attorney fees of Skypacket if SkyPacket prevails in defending that action.

Customer agrees that regardless of any statute or law to the contrary, any claim or cause of action arising out of or related to this Agreement or use of the service must be filed within one year after such claim or cause of action arose or be forever barred.

5. Customer's Account, Password, and Security.

Customers receive a user name, password, and account designation upon registration. SkyPacket Customers and members of SkyPacket Customers' household or business (if a business account has been purchased) are the only authorized users of Customer's SkyPacket account and must comply with this Agreement. Customer must keep his/her password confidential so that no one else may access the service through the account. Customer must notify SkyPacket within 24 hours of discovering any unauthorized use of Customer's account. E-mail accounts exceeding Customer's allotted Web Space in size may block new incoming messages. User names, passwords, and e-mail addresses are SkyPacket's property and SkyPacket may alter or replace them at any time.

6. Notices

Notices to Customer will be sent to Customer's email address on file with SkyPacket or, at SkyPacket's discretion, mailed to Customer's address on file with SkyPacket.

CUSTOMER IS REQUIRED TO MONITOR HIS/HER EMAIL ON A REGULAR BASIS AND PROVIDE SKYPACKET WITH PROMPT NOTICE OF ANY CHANGE TO CUSTOMER'S EMAIL ADDRESS. Customer's use of the service following delivery of any notice to Customer from

SkyPacket will be deemed to be Customer's acknowledgment and acceptance any changes to this Agreement contained in such notice. It is Customer's sole responsibility to notify SkyPacket of his/her e-mail address to use for all notices regarding this Agreement and the service.

Notices to SkyPacket should be emailed to info@skypacket.net or delivered to:

SkyPacket Networks, Inc.
434 N Centre Street
Cumberland, MD 21502

7. Notices and Procedure for Making Claims of Copyright Infringement..

Pursuant to Title 17, United States Code, Section 512(c)(2), notifications of claimed copyright infringement should be sent to SkyPacket's Designated Agent:

David E. Kartchner
434 N CENTRE ST STE A
Cumberland, MD 21502-2255
Email: dave.kartchner@skypacket.net

8. No Relationship.

Nothing in this Agreement will create any joint venture, joint employer, franchisee- franchiser, employer-employee, or principal-agent relationship with SkyPacket, nor impose upon either company any obligations for any losses, debts, or other obligations incurred by the other except as expressly set forth herein.

9. No Customer Assignment.

Customer shall have no right to assign or transfer this Agreement or the use of the associated SkyPacket Equipment without the express prior written consent of SkyPacket.

10. Entire Agreement.

This Agreement constitutes the entire agreement and understanding between the parties with respect to the subject matter of this Agreement and supersedes and replaces any and all prior written or verbal agreements. In the event that any portion of this Agreement is held to be unenforceable, the unenforceable portion shall be construed in accordance with applicable law as nearly as possible to reflect the original intentions of the parties and the remainder of the provisions shall remain in full force and effect. SkyPacket's failure to insist upon or enforce strict performance of any provision of this Agreement shall not be construed as a waiver of any

provision or right. Neither the course of conduct between the parties nor trade practice shall act to modify any provisions of this Agreement.

11. Headings.

The section headings and sub-headings contained in this Agreement are for convenience only and have no legal or contractual effect.

12. Retention of Rights.

Nothing contained in this Agreement shall be construed to limit SkyPacket's rights and remedies available at law or in equity. Subject to applicable law, SkyPacket reserves the right to delete all data, files, electronic messages, or other information that is stored on SkyPacket's servers or systems when Customer's account with SkyPacket is terminated for any reason.