

## DSL INTERNET SERVICES AGREEMENT

### cyberM·I·N·D· Residential DSL Services

1. A cyberM·I·N·D· DSL Circuit is a digital data telecommunications service that consists of one private virtual circuit between a Subscriber's premise and cyberM·I·N·D· that utilizes Digital Subscriber Line ("DSL") technology. A DSL Circuit provides upstream and downstream maximum throughput rates that range from up to 384Kbps to 768Kbps. The maximum throughput rate depends on such factors as the distance of the Subscriber's premise from a serving wire center and the quality of the copper telephone line serving the premise. Provision of a DSL Circuit includes Internet access service provided by cyberM·I·N·D·.
2. The minimum initial term for each Subscriber DSL circuit shall be one year from the date of installation of such circuit, continuing on a month-to-month basis thereafter (the "Circuit Term"). Customer may order a Circuit Term with an initial duration longer than one year for any particular Subscriber DSL Circuit. cyberM·I·N·D· represents and warrants that the prices and discounts described in this schedule will be firm for the initial term of each Subscriber DSL circuit. Following each Subscriber DSL circuit initial term, the then prevailing rate will be applied to the Subscriber DSL circuit on a month-to-month basis.
3. Customer will notify cyberM·I·N·D· of all cancellations in writing (the "notice of cancellation"). Upon receipt of a notice of cancellation, cyberM·I·N·D· will cancel the Subscriber's DSL Circuit within two business days. cyberM·I·N·D· will bill and Customer will pay, the circuit charges to the end of the Circuit Term in addition to other charges specified hereunder.
4. If cyberM·I·N·D· receives a notice of cancellation of a Subscriber's DSL Circuit or cyberM·I·N·D· terminates a Subscriber's DSL Circuit pursuant to the DSL Internet Services Agreement prior to the Circuit Term, Customer will pay cyberM·I·N·D· the Early Cancellation Fee listed below.

DSL Service Level	Monthly Charges	Installation Charges
384Kbps/128Kbps	\$49.95	\$200.00+
768Kbps/384Kbps	\$89.95	\$200.00+

+ Includes one dynamic IP address

Additional 1-13 static IP addresses per subscriber (monthly) \$ 25.00

Additional 14-28 static IP addresses per subscriber (monthly) \$ 45.00

Additional 29-61 static IP addresses per subscriber (monthly) \$ 65.00

FlowPoint ADSL 2200 Bridge \$335.00

Field Service Technician Dispatch during normal business hours \$150.00\*

Dispatch after hours, weekends, holidays \$200.00\*

\* First Hour/Minimum Charge  
For each additional hour \$ 40.00

Upgrade/downgrade of service level (involving truck roll) \$200.00

Upgrade/downgrade of service level (no truck roll) \$100.00

**Early cancellation fee (each circuit)** \$400.00

Missed installation appointment charge \$150.00

I have read and understand this exhibit and hereby agree to its terms:

Company: \_\_\_\_\_

cyberM·I·N·D·

Signature: \_\_\_\_\_

Signed: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_