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SUPPORT

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### TERMS AND CONDITIONS

#### Revised and Effective: July 1, 2006

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**(4) SUPPORT:** You acknowledge that Supernova Systems, Inc. support service, whether delivered by telephone or in person, is provided on an "as is" basis with no warranties of any kind, expressed or implied, including, but not limited to, warranties of performance, result, outcome and/or fitness for a particular purpose. You Acknowledge you are responsible for any and all local or long-distance telephone charges for connecting to the Internet services of Supernova Systems, Inc.

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**(6)** Payment is due 10 days after date of invoice. Accounts are in default if payment is not received within 10 days after date of invoice. If paying by check and your check is returned to us for insufficient funds, you are immediately in default and you will have your service interrupted. When a check is returned for insufficient funds, a returned check charge of \$25 will be applied to your account. Accounts unpaid 10 days after date of invoice will have their service interrupted. Such interruption does not relieve you from the obligation to pay. Only a **written request to terminate your service relieves you of your obligation to pay for future services**. If you default, you agree to pay Supernova Systems, Inc. its reasonable expenses, including attorney and collection agency fees (\$25 minimum), incurred in enforcing its right under these Terms and Conditions.

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