



Order for DSL Internet Access (2008)

Customer or organization name	
Telephone number for DSL service	
Today's date	

1) Please call us to confirm service availability and to place an order before completing or returning this form. This form cannot be used for orders placed after December 31, 2008.

2) Cloud 9 requires a deposit of \$99 as well as this properly completed form to provide you with DSL service. The deposit will be applied to your first Cloud 9 invoice and will be refunded if Verizon is unable to provide DSL service within 30 business days of Cloud 9 submitting the order to Verizon.

You may cancel an order within two business days of sending us this form, or give us a new telephone number to order service, and still have the \$99 deposit refunded in full, or applied to the new order. Any cancellations or changes made after two business days will result in the deposit being lost. Cancellations of active service within 15 calendar days of service becoming active will not receive a refund of the first month's DSL service charges. If you move your DSL service from one location to another, or onto a different telephone number at the same location, you may be charged a \$60 moving fee. Canceling DSL service takes up to five business days and you will be billed until Verizon has disconnected DSL from your line.

3) Charges for DSL service, including but not limited to hardware, software, shipping, any applicable taxes, and the DSL service itself must be paid within 30 days of the invoice due date. DSL services not paid for within this time period will be interrupted and/or terminated. Establishing new service after termination due to non-payment will be at Cloud 9's discretion, may require a security deposit, and may incur additional charges. Cloud 9 may require a credit card to be kept on file in order to install and provide service. If you are paying by check and will not provide a credit card to be kept on file, you must pay for any DSL hardware, shipping, taxes, or installation in advance.

4) To qualify for a non-defective equipment refund or exchange, any hardware provided by Cloud 9 must be returned or exchanged within 15 days of DSL service becoming active, and be in resalable condition including original items, accessories, and packaging. Either Cloud 9 or the product manufacturer will replace defective products.

5) Due to limitations of Verizon's network, it is possible that DSL service is available in a given neighborhood but not on the requested telephone number. Although Cloud 9 and Verizon make every effort to ensure that a telephone number listed as being DSL-capable will indeed be able to receive service, there is no guarantee this is possible.

6) By signing below, you agree to the conditions set forth here as well as in Cloud 9's Terms and Conditions, which can be found online at <http://www.cloud9.net/legal>. You also authorize Cloud 9 to charge your credit card for your first DSL invoice and/or any past due invoices for service or hardware, and allow Cloud 9 to proceed with providing DSL service to you.

Signature	
Printed name	
Title (if applicable)	

If you wish to pay by check and not provide credit card information, please attach a check for \$99 to this form and return via US Mail.

Credit card number	
Expiration date	
Cardholder signature	
Bill monthly service to this card	<input type="radio"/> Yes <input type="radio"/> No

Questions? Call 914 696-4000. Fax this completed form to 914 696-4050 or mail to:
Cloud 9 Internet, 106 Corporate Park Drive, White Plains, NY 10604