



Terms of Service and Acceptable Use Policy

Customer use of MVA.NET services constitutes full acceptance of this agreement. Return this to MVA.NET via US Snail, Fax or as an attachment to your email. You must be able to include your signature in order to use the email attachment method.

Mail to: MVA.NET, Ltd., P.O. Box 1805, Haverhill, MA 01831
Fax to: 978 373 4389 Email to: billing@mva.net

The following constitutes the terms and conditions of the automatic billing agreement for Credit or Debit card payments, payments by check or cash. (All payment methods!) MVA.NET accepts checks via mail, checks & cash via in person at our main office, 2 Washington Street, Haverhill, MA, and Mastercard, VISA, AMEX or NOVUS cards by phone, internet, fax or in person. This applies to all accounts under your account name and once initiated cannot be canceled except in writing to MVA.NET, either by fax, email or snail mail.

MVA will bill your credit card or debit card as listed on your account based on the subscription term selected on your application for internet access. Your credit or debit card will be charged from the date your account becomes active at the interval you have chosen until you request in writing via US Mail, fax or email, that automatic billing be discontinued. Quarterly payment invoices for check or cash accounts are sent at least 2 weeks in advance of their due date and are payable in full on or before the due date.

Lack of use of your account during the billing period does not release you from your payment obligation. (Think of your payment obligation to MVA.NET as being the same as to the cable TV company. You are still billed the amount of your obligation regardless of how much you watch. MVA.NET is still providing you service until you notify us in writing.)

This agreement does not relieve you of your obligation to pay for MVA.NET services if any charge submitted by MVA.NET is dishonored, charged-back or otherwise refused for any reason. All Accounts will be charged a late fee of \$3.00 for each period of 30 days until the account is again current, starting on the day your account is charged. Returned checks will be assessed a processing fee of \$20.00 plus the late fee of \$3.00 for each period of 30 days until the account is again current. Accounts later than 30 days are subject to interruption of services. Disruption of services due to default on payments are not eligible for credit, nor do they constitute a closing of your account. You are obligated to pay on your account until it has been closed in writing by you. You agree to pay all reasonable collection charges and costs, including attorney's fees and expenses of collection, if payment is not honored.

MVA.NET bills your account based on the date of signon. Long term accounts are due and payable for the period of time chosen. Cancellations are based on the term chosen. Annual accounts may be cancelled and pro-rated based on the regular pricing for 90 days. After 90 days the account is only cancelable at the end of the term. Cancellations must be made in writing. The initial \$25 set up fee is non-refundable. Requests for cancellation are not retroactive.

MVA.NET is not responsible for problems with your account which you do not report to us. It is impossible for us to troubleshoot your individual problem unless you call in or email us with the problem you are experiencing. (It's ISP not ESP!) While you need to use your computer in order to access the internet, MVA.NET is NOT a computer repair center. We will be glad to recommend a repair center to you.

MVA.NET customers are responsible to make sure the number they are dialing is local for them. If you are in doubt, you may want to check with your local town or city clerk or try your local phone company. MVA.NET will NOT reimburse any customer for long distance charges on their phone bill related to their internet service.

MVA.NET provides internet connections at nominal speeds ranging from 9600 baud to 56k on a fee for service basis. MVA.NET does not have control over and is not responsible for actual dial-in speeds which can be effected by customer's equipment - including but not limited to modem, phone lines, and computer - and by the condition of the phone lines operated by the Regional Phone Company. MVA.NET is not responsible for your

FYI: No user on the internet should include credit card or banking information via Email. Also, do not include credit card or banking information on any form on the internet via a browser unless the key at the bottom indicates that you are using a secure server at the time.

REMEMBER: You are responsible to be sure the number you are dialing into is a local number for you. If you are not sure, please double-check with your local phone company or town/city clerk! MVA.NET will NOT reimburse you for ANY long distance phone charges.

***YOU MUST SIGN THIS FOR MVA.NET
to activate your account with a credit card!***

I authorize MVA.NET to charge my credit card monthly for my internet services and understand they are authorized to do so until I have provided cancelation notice to them in writing. I understand that all credits due my account will be issued by MVA.NET and unauthorized chargeback requests will incur a fee for each incident and can result in cancelation of my account.

I represent that the credit card on account:

_____ / _____
Credit Card Number (Print Clearly) Exp. Date

is my credit card and I am authorized to make purchases on this card.

Date: _____ Signature: _____

Name as appears on card: _____



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