



SURF BROADBAND SOLUTIONS TERMINATION POLICY

Accounts are set to close at the end of the current billing period. Surf Broadband Solutions will not issue refunds or credits for previous or future service whether used or unused.

We do not accept cancellation by email. To cancel the Service you must do the following:

The Account Owner or Account Contact listed on the account must phone (888) 274-6381. To process your cancellation request, we require that you provide the following: (1) Verbal request submitted by the account owner or account contact (2) Account number (3) Current phone number (4) Reason for canceling service. Cancellation will be effective at the end of the billing period. For customers who are on a monthly plan, the cancellation will take place at the end of the current month and no further charges will occur. Surf Broadband Solutions will not issue refunds or credits for service that has not been used.

Customer agrees that upon termination of this Agreement:

Customer will pay Surf Broadband Solutions in full for Customer's use of service up to the end of the month in which the Services have been disconnected; Customer will return or destroy all copies of any software provided by Surf Broadband Solutions pursuant to this Agreement, including all back-up copies; Customers will return all hardware provided by Surf Broadband Solutions or its agent or contractor.

Surf Broadband Solutions may terminate this Agreement, your password, your account, or your use of the services for any reason, including, without limitation, if Surf Broadband Solutions, in its sole discretion, believes you have violated this Agreement, violated the Surf Broadband Solutions Acceptable Use Policy or if you fail to pay any charges when due. Termination notice will be by phone, email or U.S. Mail to the address you provided for the Service.