

TERMS AND CONDITIONS

Your services are pursuant to the Service Order Agreement executed between Biz-VoIP, Inc., & its operating affiliates ("BVI") and you. The following terms and conditions apply:

You are responsible for all charges for the services furnished to you, as well as all persons using your phones and equipment with or without the consent of you, the customer. All charges for calls placed through the services provided by BVI are solely your responsibility.

All charges must be paid each month to keep your account current. You may face service suspension if there are unpaid, past due balances. Any late payments are subject to late fees of 1.5% (18% annually), \$5.00 minimum of the past due balance. We may require you to switch to automatic payments for accounts that are paid late more than 50% of the time.

All bills are presumed accurate and shall be binding on your company unless we are notified in writing within 30 days of the invoice date. BVI will not be required to issue credits, refunds, or other adjustments if no dispute has been received from you.

All of BVI's monthly recurring charges are billed in advance. Pro-rated charges will appear on the initial bill. A partial period credit may be issued when customer disconnects from BVI's services. International and other usage-based charges are billed in arrears.

If you have complaints regarding BVI's services being provided to you, or complaints regarding a BVI employee or third-party technician, please contact us at the address, phone, or email shown above. If you cannot resolve your complaint with us, you may contact the state Public Utility Commission. If you do not have the contact information, a BVI employee will provide it for you.

You are required to furnish in writing a minimum of 30-day notice of discontinuation / disconnection of service. Failure to provide this notice will lead to continued billing of the service by BVI. You are responsible for any charges billed due to lack of rendering the disconnection notice.

USE OF VOICE SERVICES AFTER DELIVERY OF THIS DOCUMENT CONSTITUTES CUSTOMER ACKNOWLEDGEMENT OF THE TERMS AND CONDITIONS ABOVE AND THE 'E911 NOTICE AND DISCLOSURE'.

Eliminate late fees or concerns about bill payments. Pay your invoice automatically each month with Bank ACH or a Credit/Debit Card!

BLOOMINGTON

Biz-VoIP, Inc.
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Bloomington, MN
55437-2932

BUFFALO

Biz-VoIP, Inc.
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55313-2320

PHONE/FAX

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Fax – (833) 392-5301

EMAIL

Billing Questions:
Accounting@Biz-VoIP.com
Tech Support:
Support@Biz-VoIP.com