



Network Business Systems Inc.

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<http://www.nbson.com>

Dear Maxiis customer,

We are pleased to announce the sale of Maxiis to Network Business Systems, Inc. (NBS) and the upcoming merger of the Maxiis network into the NBS network. This will result in a network over triple the size of Maxiis currently, and will greatly increase our capabilities to better serve you. You can go to www.nbson.com to find out more information about who NBS is. We will be upgrading both the Maxiis and NBS websites within the next few days so please check them out frequently. Also, you are always welcome to visit the office in Toluca or in Geneseo.

Please review the enclosed information that gives you greater detail on what you can expect from NBS. We will be contacting you within several days of receiving this information to answer any questions you may have.

THE MOST IMPORTANT thing we want to convey is our appreciation for your business. Our ability to provide internet is based solely on there being a need and that means customers. Without customers, there is no need and therefore we are out of business. Maxiis, now merged into NBS will have greater capabilities to improve service and keep this network moving forward to stay with the growing needs and capabilities of the Internet.

Our primary goal in 2013 is to complete the upgrades to the Maxiis network to deliver a minimum of 2mb to every connection, with capabilities of speeds up to 8mb for the typical user and more if required. With the explosion of on-line sales, music, information, VOIP phones, almost unlimited services, and yes...finally TV, a 4mb or 6mb connection to your home and a few cheap devices or the new Internet ready TV's and you can save hundreds of dollars compared to bundling services!

We look forward to the upcoming year and again, we sincerely thank you for your business and look forward to continuing to provide your Internet service in the future.

Kari Hofmann
General Manager
Network Business Systems

EMAIL

Our first piece of business is to confirm your email address for this account. We do not ever sell or SPAM our customers, however from time to time we do send important information necessary to the operation of the network. Maxiis is set to start charging \$10/quarter for email addresses with Maxiis.com starting March 1st. We strongly encourage you to move your email account to a generic GMAIL account to avoid getting charged for email from NBS/Maxiis, as compared to free email from GMAIL or other free email services. NBS does not provide support for email services as we focus our attention and investment on the quality of your connection so you can use it as you need it for any Internet service. However, we will continue to assist with email issues for all Maxiis customers.

NETWORK UPGRADES

Both Maxiis and NBS have worked hard over the last decade in building our networks to provide Internet in underserved areas in a competitive manner. One of our challenges was the availability of hardware at affordable costs. Just like PC's, 3 years is OLD so the upgrade is constant in our business. The good news is the hardware has gotten better and more affordable, due to the demand in our industry. In that regard, there will now be a stronger and more rapid investment in the Maxiis network. Our first goal will be to connect both NBS and Maxiis networks together, so that the entire network is in our central monitoring system. We monitor all primary network devices 24/7/365. Our monitoring team is notified immediately when a tower is down. We do NOT monitor each individual customer so please call us when you are down after you have rebooted your radio. Next, we will be upgrading Access Points to bring the entire Maxiis network to our minimum speed of 2mb per customer, up to 6-8 mb in most cases. As needed, the network will also be capable of delivering much greater speeds to high use facilities. Finally, we will aggressively seek out new expansion projects to provide service to more underserved areas.

BILLING PROCEDURE

We make every attempt to be environmentally friendly and use email to invoice for our services unless mail is absolutely required. This also greatly reduces our cost in this area and as we all know the cost of mail just keeps going up. In the event that we need to mail invoices, it is our policy to charge \$3.00 so we highly encourage you to use the email to receive your bill. We will not add this to your invoices until March 1st, 2013 if you choose to still have your invoice mailed. Again, we highly encourage you to switch to email for receiving our invoice.

BILLING PERIOD/RATES

NBS invoices in advance for its internet services just like Maxiis however; we generate all invoices at the first of the month. This also reduces the cost of our operation. Therefore, it is imperative that we contact you prior to Jan 1st to coordinate getting your billing converted over to the first of the month starting Jan 1st.

Regarding your current rates, we will honor those rates for the speeds provided. We encourage you to upgrade to our current minimum speed of 2mb at \$49.95/month, which includes full radio protection as long as your account is in good standing. All new installs will be at that minimum speed as per the NBS website.

All payments will be mailed to the Geneseo Office or paid through our *ONLINE* payment processing option at www.nbson.com after January 1st. We also encourage you to allow automatic credit card or bank draw payment, which saves all kinds of time and money for both of us.

CUSTOMER EQUIPMENT

Maxiis customers currently own their equipment which includes a one year warranty. For all connections under 2mb, we will continue to charge for the cost of the radio and labor after the warranty expires in the event of a loss.. In the event that we need to replace your radio that you have purchased, we will offer to upgrade you immediately to our minimum 2mb connection and there will be no charge for the equipment or the labor, from that time forward as long as the account is current.

SUPPORT

All support and billing questions will be routed through our Geneseo office. We will make every attempt to repair the situation over the phone and if not successful, we will coordinate a service call. Our goal is to keep you running all the time. If you think your connection is slow or you are having problems, absolutely do not hesitate calling us.

NEW CUSTOMERS

All new customers will be started at our speeds/rates per our website. This includes a free basic install and free radio warranty as long as your account is current and in good standing.

REFER A FRIEND

NBS/Maxiis now offers a **\$50 REFERRAL FEE** for a successful install you refer to us. **TELL YOUR NEIGHBORS!** Check out our coverage map and **TELL YOUR FRIENDS AND FAMILY!** We will deduct these referral fees from your next invoice!

TOLUCA OFFICE

This office will remain open as it has been. We prefer that you mail your payments to our Geneseo Office, but also encourage you to stop in either Toluca or Geneseo anytime to pay your bill or just say hi! Both offices are open for computer sales and services, and computer consulting.

EXPANDED SERVICES

The combination of NBS and Maxiis employees form an experienced team of "**EXPERTS IN THE FIELD**". Check out our website and you will see what we offer together now. Please call and ask us about what we can do for your business.

STORE HOURS

NBS operates our Geneseo office from 8:00 to 5:00 Monday thru Friday. We are not open on Saturdays, but encourage all customers to call anytime if there is an internet problem. We monitor our phone system 24/7/365.

Maxiis store hours are also from 8:00 to 5:00 Monday thru Friday, and also Saturdays 8:00 to noon.