

Provider Membership Fees

These Provider Membership Fees hereby incorporate by reference all terms, conditions rules, policies and guidelines on the Site, including the [Elance Terms of Service](#) ("**Terms of Service**"). Capitalized terms not defined in these Provider Membership Fees are defined in the Terms of Service.

These Provider Membership Fees are effective as of October 6, 2009. Your continued use of the Site after such time will signify your acceptance of these Provider Membership Fees. We reserve the right to modify the provisions in these Provider Membership Fees without prior notice to you, so please check back often for updates.

PROVIDER MEMBERSHIP PROGRAMS

Elance offers several Provider membership programs as detailed on the Site. Each membership program includes a certain number of "**Connects**." These Connects reserve monthly capacity on the Site for the Provider to list proposals for Jobs. If a Provider requires additional listings in a given month, the Provider has the option to buy additional Connects through the Site. Unused Connects expire at the end of each monthly membership period. Because Connects reserve capacity, unused Connects are not carried over into the next month.

Elance reserves the right to change membership fees, the monthly number of Connects included in the membership programs or the price for additional Connects or institute new fees at any time, upon reasonable notice posted in advance on this Site. No refunds of fees already paid will be given. If Elance exercises its right to cancel a membership at any time, Elance will not refund the membership fee already paid.

AUTOMATIC MEMBERSHIP RENEWAL

Provider membership fees can be paid by credit card, bank account, or PayPal, or through your Elance Account. The membership billing period begins on the date that Elance receives payment. Provider membership fees are calculated from the beginning of that billing period.

Elance automatically renews your Provider monthly membership and charges your default payment method. If your Account is set up to pay by credit card, bank account, or PayPal, you hereby authorize us to charge such credit card, bank account, or PayPal for the appropriate membership fees and amounts stated. If you are set up to pay via your Elance Account, Elance deducts the appropriate membership fee from the Account balance each month. Automatic renewal occurs on the first day after the expiration date. You can cancel by following the cancellation instructions listed below.

CHANGES TO MEMBERSHIP PROGRAM

If you upgrade your membership program, the unused portion of a lower membership fee will be credited toward the higher membership fee. The new billing period will then be based upon the date Elance receives payment of the new membership fee. Upgrading a membership or adding additional categories will result in a new billing date effective upon the date of payment of the additional fees and, if applicable, will result in a credit of the unused portion of the existing category membership fees. If you downgrade a membership, you will not receive a refund or credit for the fees already paid. The downgrade will go into effect at the beginning of the next billing period. Elance reserves the right to modify its membership programs at any time, upon a reasonable notice posted in advance on this Site.

Membership Cancellation Instructions

To cancel your membership, log onto the Site and click on the "Membership Status" link, then the "Edit my Membership Plan" link, or contact [Customer Support](#). Your cancellation request will be effective if received by 11:15 p.m. Pacific Time on the final day of your membership term. Elance will send you an email

confirmation once your membership has been cancelled. You will not be liable for any additional membership fees after your cancellation is effective. Cancellation goes into effect at the end of the active billing period. In any notice of cancellation, you must include:

1. Your full name, Elance username, phone number and address.
2. Number of memberships you wish to cancel.
3. Levels (i.e., Individual Professional, Small Business, Large Business).
4. Categories you wish to cancel.
5. Term (i.e., monthly, quarterly or annual) of each membership you would like to cancel.
6. The last five digits of the payment method currently used for your Account (for your security, write only the last five digits; if you are paying with your Elance Account, please specify the last activity on your Elance Account).
7. Only if you are canceling via fax or certified mail, a printout of your Membership Status page.

Please note that we will not be able to process cancellation requests unless all of the above information is provided. Memberships that expire or are converted to Free Memberships are subject to a monthly Account fee until remaining funds are removed or expire. Please consult the Site or contact Customer Support for the current fee level.

CONTACTING US

If you wish to report a violation of the Terms of Service, have any questions or need assistance, please contact Elance Customer Support as follows:

Web Support: <http://www.elance.com/service>

Email: services@Elance.com

Phone: (Mon-Fri, 8 a.m. - 5 p.m. Pacific Time): 1-877-4-ELANCE (1-877-435-2623)

Online Help Topics: <http://www.elance.com/help>