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763.314.0100 | [FiberNetMonticello.com](http://FiberNetMonticello.com)

## BILLING AND PAYMENT OPTIONS

### PRODUCTS, SERVICES & CHARGES

Our products and services, and our fees and charges, are described in published rate cards. By subscribing for or accepting services, you agree to pay the applicable charges, including any taxes, franchise fees or other charges assessed for such services. We will notify you of changes in our fees and charges at least 30 days before they become effective. If you do not wish to accept a change, you may cancel your service; by continuing to receive service, you accept the change. Services are billed one month in advance and are pro-rated from date of installation.

### BILLING & PAYMENT

You will be billed once a month for the service(s) ordered. Your monthly rated items, such as cable television, are billed to you one month in advance. Any FiberNet Pay-Per-View selections, installation and service charges will be billed to you after such charges have been incurred. We may charge late fees or interest if your payment is not received by the due date. We may also charge for collection agency fees and reasonable attorney's fees.

- Always check your bill before paying it and call us if you have any questions.
- To ensure proper credit, please enclose the bottom portion of your bill along with your payment.
- Call us if you need to make special payment arrangements.
- Don't mail cash! For your protection, please pay by check or money order.
- We may, where permitted by law, provide information to credit bureaus, or provide information and or sell receivables to collection agencies to obtain payment for FiberNet billed products and services.

### PAYMENT OPTIONS

- In person at our business office
- By mail with the return envelope enclosed in your bill
- By Automatic Payment Plan
- E-Pay at [fibernetmonticello.com](http://fibernetmonticello.com)

Payments can be mailed, delivered to or deposited in the drop box located at 118 6th Street West, Suite A Monticello, MN 55362. A \$30 service charge will be imposed on any dis-honored check.

### E-BILLING

Electronic billing allows you to receive your monthly FiberNet invoices and bill messages via e-mail.

### E-PAY

Electronic payment allows you to pay your monthly bill anytime, day or night, from the comfort of your own home, through our secure online billing system at [fibernetmonticello.com](http://fibernetmonticello.com). *Note: You don't have to receive your bills electronically to take advantage of this service.*

### AUTOMATIC PAYMENT PLAN

Our Automatic Payment Plan allows you to have your monthly bill paid directly from your checking account or applied to your Visa or Mastercard. To take advantage of this payment option, please contact us at 763-314-0100 to obtain the necessary authorization form. The form must be completed and returned to us. If you choose the checking account option, enclose a voided check. Automatic payments will begin after bank authorization has been received by FiberNet. Please note, automatic payments are always withdrawn on the due date despite any pre-payments.

### RECONNECTION CHARGES FOR NON-PAYMENT

If your service has been disconnected for non-payment, your account is subject to a reconnection charge. Your service will be restored after the past due amount, plus reconnection charges. This payment must be paid in a cashier's check, money order or by credit card.

### LATE PAYMENTS

A late fee of \$2 per month or 1.5% of each service account balance, whichever is greater, will be applied to any balance over \$20 beginning 24 days from the billing date. This applies to each individual service account for Internet, television and phone services.