

## **Billing Terms & Conditions**

Accounts are billed and payable one month in advance. A late fee will be applied to all overdue accounts. Prices for services are not guaranteed for the entire billing period. Claim of loss of or failure to receive bill is not an acceptable reason for nonpayment of bill. Failure to pay charges shown on the bill is grounds for termination of service. At disconnection, customer is responsible for returning all Buckeye equipment and for paying in full any past-due or otherwise due and owing amounts, and failure to do so may result in collections action against the customer by Buckeye.

Before an account can be reinstated after a disconnection due to nonpayment of bill, the following charges are due in advance: all past due charges, a reconnect fee, and the prepayment of one month of service. Returned checks will be charged a service fee of \$30.00. A prepayment made at the time of installation is an advanced payment of the first month of service and is not a deposit. If service is terminated before that prepayment is fully utilized, the balance will be refunded to the subscriber. Some accounts require a deposit at the time of installation of cable equipment. Equipment deposits will be refunded upon request after 6 consecutive months of timely payment of the full amount due on the invoice.

Buckeye makes every effort to bill subscribers correctly; however, we recognize that billing errors do occur. As a subscriber, you can call regarding a billing error and Buckeye will make every effort to resolve the dispute, but we suggest you follow the procedure below to ensure proper documentation of your dispute.

1. Customer may state in writing to Buckeye the circumstances of the dispute. The correspondence must be received within 60 days after the billing date on which the disputed charge was billed, and the letter should be sent to: Buckeye Broadband, Billing Inquiries, 2700 Oregon Road, Northwood, Ohio 43619. To resolve the issue, the letter must contain the subscriber's

name, the account number, the date of charge in dispute, the amount of the disputed charge, and an explanation of why the charge is disputed. The letter should be mailed in a separate envelope, not in the same envelope as your payment.

2. Unless the issue has been resolved within 30 days, Buckeye will acknowledge the letter, in writing within that time.
3. If the issue is not resolved, Buckeye will conduct a reasonable investigation and within no more than 60 days of receiving the letter, either explain why the bill is correct or correct the error. If the bill is correct, Buckeye will include in its response any documentation on which it relied in coming to its determination.
4. Customer can withhold payment for the disputed amount only. Buckeye will not disconnect service as long as the undisputed charges are kept current. If the subscriber continues to have problems with the disputed charges, he or she may seek legal advice or contact a consumer protection agency.
5. If the complaint is not resolved pursuant to this process, customer may contact the franchising authority for assistance.