



New Lisbon Broadband and Communications

NEW LISBON BROADBAND & COMMUNICATIONS BILLING POLICY

MONTHLY BILLS

Billing statements are sent by email and/or mail on or before the 1st of each month. All current charges are due upon receipt. Payments not received by the 20th of the month will have a \$10 late fee applied.

BILLING DISPUTES

If you believe any charge is incorrect, you must notify us in writing within thirty (30) days of the invoice date. Your notice must include a detailed explanation of the dispute and any supporting documentation. Any undisputed portion of the invoice must be paid by the original due date to avoid late fees or other applicable charges. Upon receipt of a valid dispute, we will investigate and provide a written explanation of our findings within fifteen (15) business days.

PARTIAL PAYMENT

Making a partial payment will not prevent a late fee from being applied nor will it stop service disconnection when there is still an outstanding past-due balance.

DISTRUPTION OF SERVICE DUE TO NON-PAYMENT

Service may be disconnected if payment is not received within fifteen (15) days after the due date. A reconnection fee of \$40 will be applied to restore service. Disconnected accounts not brought current within 30 days of service disruption will have a \$50 reactivation fee prior to the service being restored.

PAYMENT METHODS

We have multiple ways you can pay your bill: online at <https://ipn4.paymentus.com/cp/nlbc>, calling our automated payment system at 1-866-734-5818 using a debit card, credit card or electronic check, by mail, in person, or the payment box located outside our office.



RETURN PAYMENTS (NSF)

Payments returned for any reason, including non-sufficient funds (NSF), will incur a \$25 returned payment fee. The returned payment amount and applicable fee must be paid in full within five (5) business days to avoid disruption of service.

EQUIPMENT CHARGES

Approximately thirty (30) days after disconnection, the following charges will be added to a customer's account for equipment that has not been returned to New Lisbon: \$155 for a router, \$30 for a power puck, \$30 for a POE, \$60 for a battery back-up, and \$10 for each power supply cord.

EQUIPMENT RETURN

Customers have 120 days from the disconnection of service date to return any equipment. If the equipment is returned before the 120-day deadline, the customer's past due balance will be reduced by the corresponding amounts listed above.

COLLECTION

Accounts with a past due balance will be referred to a collection agency 120 days after permanent disconnection of service if full payment has not been received.

After an account has been sent to collections, New Lisbon will no longer accept payment on the past due balance or the return of any equipment. All unreturned equipment becomes the property of the customer, and it will not be utilized for future services.

CONTACT INFORMATION

If you wish to contact us at any time, please call New Lisbon Broadband & Communications at 765-332-2885 during business hours, write to us at New Lisbon Broadband & Communications, PO Box 38, New Lisbon, IN 47366, or email us at csr@nlbc.com. This policy concurs with the Rules, Regulations, and Standards of Service for Telephone Utilities of Indiana.