



BROADSTRIPE

an Anne Arundel Broadband Company

General Billing Policy

Unless service is obtained through an arranged commitment, we provide service on a month-to-month basis. The charges for one month's service, any deposits and/or installation fees and equipment lease fees, are generally payable when service is installed. After that, we bill you each month in advance for service (except pay-per-view and out-of-plan Voice charges). Please take time to review your bill to make sure your name and address are correct. You will generally be billed at the same time each month unless you are disconnected and later reconnect service.

The bill you receive will show the total amount due and the payment due date. You agree to pay us monthly, in full, by the payment due date. If we do not receive payment by the due date stated on the bill, you may be charged an additional administrative late fee.

If there are any billing errors or other requests for credits, you must bring those to our attention within 30 days of the time you received the bill for which you are seeking correction. If service is disconnected because payment was not made by the due date, we may require that your total balance due, a collection fee, a reconnection fee and one month of advance service be paid before service is reconnected.

You may not transfer or assign the service without our consent. You have the right to cancel your service for any reason at any time by giving us notice, unless you have agreed to other terms. We will refund any balance due to you in approximately 45 days of your notice to discontinue service or the return of any Broadstripe equipment you may have.