

Peachtree Broadband Fiber

Advance Billing, Disconnection & Reconnection Policy

This Advance Billing, Disconnection & Reconnection Policy forms part of the Peachtree Broadband Fiber Terms and Conditions of Service and applies to all residential and commercial customers unless otherwise provided in a written service agreement.

Peachtree Broadband Fiber bills recurring Internet, Telephone, and Television services **in advance**. This billing method is standard within the telecommunications industry and helps ensure the continued delivery of reliable, high-quality service to our customers.

Advance Billing

Monthly recurring service charges are billed in advance for the upcoming billing cycle. Payment of your invoice covers the next period of service identified on your billing statement.

One-time charges, usage-based charges (including applicable long-distance or international calling), installation fees, service charges, equipment charges, taxes, regulatory fees, and other applicable charges may be billed separately or in arrears, as applicable.

Payment Due Dates

Payment is due on or before the due date shown on your invoice. Accounts not paid by the due date may be assessed applicable late fees and may be subject to suspension or disconnection in accordance with the Peachtree Broadband Fiber Terms and Conditions of Service.

Service Disconnection for Non-Payment

If service is disconnected for non-payment:

- Future recurring monthly service charges that have not yet been billed will not be generated while the account remains disconnected.
- The customer remains responsible for all charges incurred before the date of disconnection, including unpaid recurring service charges, usage charges, taxes, fees, equipment charges, and any other applicable charges.

Disconnection of service does not eliminate or reduce a customer's responsibility for charges that were properly incurred before the account was disconnected.

Service Restoration

Before service can be restored following a disconnection for non-payment, the customer must bring the account into good standing. Restoration of service may require payment of:

- All past-due balances;
- Applicable late fees;
- Applicable disconnection or reconnection (restoration) fees; and
- The advance monthly service charges for the upcoming billing cycle.

Because Peachtree Broadband Fiber bills recurring monthly services in advance, restoration of service may require payment for both previously unpaid service and the upcoming billing period. These charges apply to separate billing periods and **do not constitute duplicate billing**.

Billing Periods

Each recurring monthly service charge applies only to the specific billing period identified on the customer's invoice.

Peachtree Broadband Fiber does not bill customers twice for the same recurring service period.

Voluntary Cancellation

Customers requesting voluntary cancellation of service remain responsible for all charges incurred through the effective date of disconnection in accordance with their service agreement and the Peachtree Broadband Fiber Terms and Conditions of Service.

Future recurring monthly charges will not be billed after service has been properly disconnected.

If customer-owned equipment purchased from Peachtree Broadband Fiber is eligible for a refund under the company's equipment refund program, any refund is contingent upon the equipment being:

- Returned within **four (4) years** of the original purchase date;
- Returned in good working condition;
- Free from damage beyond normal wear and tear; and
- Returned complete with all original components.
- Not previously replaced by Peachtree Broadband Fiber under any warranty, service program, equipment exchange, upgrade, damage or replacement program.

All returned equipment is subject to inspection by Peachtree Broadband Fiber. Equipment that is damaged, altered, missing components, or returned after the four-year refund eligibility period is not eligible for a refund.

Account Privacy and Billing Inquiries

To protect the privacy and security of our customers, Peachtree Broadband Fiber Customer Service Representatives may discuss account information, billing details, payment history, service changes, and account-specific matters **only with the account holder of record or an individual who has been expressly authorized by the account holder.**

For security purposes, our representatives may require verification of the account holder's identity before discussing or making changes to an account. If a caller is not the account holder or an authorized user, Peachtree Broadband Fiber will be unable to disclose account information or discuss billing details.

Customers who wish to authorize another individual to discuss or manage their account may contact Peachtree Broadband Fiber to add an authorized user to the account. All account holders or authorized individuals on the account must have a valid ID on file with our administrative office. Authorization remains in effect until revoked by the account holder.

Frequently Asked Questions (FAQ)

Why does Peachtree Broadband Fiber bill in advance?

Like most Internet, telephone, and television service providers, Peachtree Broadband Fiber bills recurring monthly services in advance. Your monthly payment covers the upcoming billing period shown on your invoice.

Why do I owe more than one month's payment when reconnecting my service?

If your service has been disconnected for non-payment, the amount required to restore service may include:

- Any unpaid balance from a previous billing period;
- Applicable late fees;
- Applicable disconnect or reconnect (restoration) fees; and
- Payment for the upcoming billing cycle.

These charges apply to different billing periods and are **not** duplicate charges.

Am I being billed twice for the same month?

No.

Each recurring monthly service charge applies only to the billing period shown on your invoice. If you reconnect your service, you are paying any outstanding balance from a previous billing period together with the advance payment for your new billing period.

If my service is disconnected, will I continue to be billed every month?

No.

Once your service has been disconnected, future recurring monthly charges are not generated while the account remains disconnected. However, you remain responsible for any outstanding balance that existed before the disconnection.

Can I reconnect my service without paying my past-due balance?

No.

Accounts disconnected for non-payment must be brought into good standing before service can be restored. This includes payment of any outstanding balance, applicable fees, and the advance monthly service charges for the new billing period.

If I cancel my service, will I be billed again?

No.

Once your service has been properly disconnected, future recurring monthly service charges will not be billed. You remain responsible for any outstanding balance and any charges incurred through the effective date of cancellation.

Can I receive a refund for equipment I purchased?

Equipment purchased from Peachtree Broadband Fiber may be eligible for a refund if it is:

- Returned within **four (4) years** of the original purchase date;
- Returned in good working condition;
- Free from damage beyond normal wear and tear; and
- Complete with all original components.
- Not previously replaced by Peachtree Broadband Fiber under any warranty, service program, equipment exchange, upgrade, damage or replacement program.

Returned equipment is inspected before any refund is approved. Equipment returned after four years or equipment that is damaged, altered, or incomplete is not eligible for a refund.

Who should I contact if I have questions about my bill?

Our Customer Service team is happy to explain your billing statement, payment history, billing periods, account balance, or any charges appearing on your invoice. We encourage customers to contact us before the payment due date if they have questions regarding their account. Call 828-837-7118 or email customerservice@peachtreefiber.co

Reservation of Rights

Peachtree Broadband Fiber reserves the right to modify, amend, or discontinue this policy at any time, subject to applicable federal and North Carolina law. Continued use of Peachtree Broadband Fiber services constitutes acceptance of the most current version of this policy and the company's Terms and Conditions of Service.