

POLICY NO. 30-190**SUBJECT: BILLING AND PAYMENT****I. PURPOSE**

To set forth the METHOWNET, LLC practices and procedures in billing and payments due for broadband services.

II. POLICY

METHOWNET, LLC will bill all accounts within the first five days of each month for broadband service provided for the current month. Bills shall be emailed to the last known email address of the customer unless customer has requested in writing a physical billing statement mailed to them.

All new or transferred broadband accounts connected at existing service locations will be charged a \$35 account transfer fee on the first month's billing.

For rental properties, tenants are responsible for payment for broadband service from the date METHOWNET, LLC receives notification that the account should be in the tenant's name to the date METHOWNET, LLC receives notification that the account should be taken out of the tenant's name and/or the service disconnected. Nonpayment for broadband service by a tenant customer resulting in disconnection will require the owner customer to pay such unpaid charges in order to receive future service to the property.

Payment due must be remitted to METHOWNET, LLC by the last day of the month that broadband service was provided, and may be remitted by mail, in person, or via any other payment option offered by METHOWNET, LLC. If payment is not received by that time, the account will be considered delinquent and a finance charge of either 1% per month or \$.50, whichever is greater, will be charged on the unpaid balance. If the last day of the month falls on a weekend or nationally observed holiday, the due date will be the next regular business day.

Accounts not paid by the due date will be issued a delinquent notice by mail, a \$10.00 late fee will be charged to the account and METHOWNET, LLC may, in its discretion, implement formal collection procedures, including turning the account over to a third-party collection agent. The customer will be responsible for any additional costs of collection incurred by METHOWNET, LLC. A customer's account will be charged a \$25 fee for checks or credit card charges returned or denied. Payments received will be applied first to the oldest charges due.

Delinquent accounts will be subject to notification and disconnection as set forth in METHOWNET, LLC Policy #30-210.

III. NON SUFFICIENT FUNDS

Checks are accepted for payment subject to successful clearing at the relevant financial institution. When METHOWNET, LLC has reason to believe, in its discretion, that checks written by a customer will not be collectable, payment may be required in cash or not considered received until the date that the customer's check has cleared. This includes, by way of example and without limitation, the following situations:

- a) The account is disconnected for non-payment and the last check received was uncollectable due to nonsufficient funds, or
- b) The customer has issued two nonsufficient fund checks in the last 12 months.

IV. PAYMENT ARRANGEMENTS

If a customer is unable to pay a past due amount METHOWNET, LLC may, but is not required to, enter into a written arrangement that allows that customer to cure the delinquent account by making regular payments for a fixed period of time. Once such an arrangement with a customer is in place the delinquent account will be considered current for the purpose of restoring any disconnected service PROVIDED in all events that the customer continues to meet the terms of the arrangement.

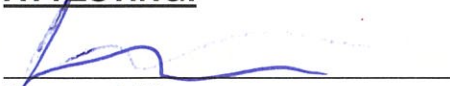
In addition to meeting the terms of a payment arrangement customers shall also be required to pay each current monthly bill in full and on time. Failure to do either will make all payments due immediately, at METHOWNET, LLC's election and make the service subject to disconnection.

Any payment arrangement will require a payment amount and schedule sufficient to bring the delinquent account current in a prompt manner. No payment arrangement shall allow a past due amount to increase.

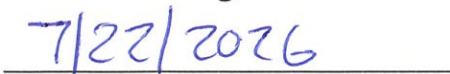
V. RESPONSIBILITY

Implementation of this policy is the responsibility of the Manager of Broadband.

ATTESTING:



General Manager



Date

Created 8/20/2025
Updated 7/1/2026