

**POLICY NO. 30-210****SUBJECT: DISCONNECTION AND RECONNECTION OF SERVICE****I. PURPOSE:**

To set forth the practices and procedures for disconnection and reconnection of service due to customers failing to meet their obligations or customers suspending and reconnecting service at the same location.

II. POLICY:

Any of the following is cause for disconnection of service:

1. Non-payment, including returned checks, denied credit cards or other fees, of any amount owed Methownet LLC that is more than 30 days past due.
2. Failure to meet the terms of a payment arrangement with Methownet LLC.
3. Tampering with your service or a neighbor's service.
4. Non-compliance with Methownet LLC policies, including refusal to grant a duly authorized representative of Methownet LLC access to equipment located upon the served premises at reasonable times for inspection, maintenance or replacement provided Methownet LLC has given the customer reasonable advance notice of the need for access and proposed reasonable times for inspection.

A customer will be provided with reasonable notice prior to disconnection of service EXCEPT that a disconnection may be done immediately if after investigation, Methownet LLC determines that the customer has obtained service through tampering with theirs or a neighboring service under Section II.3.

Disconnection for non-payment shall occur according to the following timeline:

- a) Month A, 1st - 5th: A regular monthly bill is sent to the customer for the current month's service.
- b) Month A, last business day as defined in Policy No. 30-190: The bill for the current month's usage is due.
- c) Month B, approximately the 10th: A delinquent notice is sent to the customer and a \$10 late fee is charged, in addition to any other penalties due, returned checks or fees for denied credit cards.
- d) Month B, approximately the 15th: Disconnection of service may occur at any time after this date subject to the notice set forth below.

III. DISCONNECTION PROCEDURE

At least five (5) days prior to disconnection, a delinquent notice will be provided to the customer in whose name the account is registered. The notice will be sent by mail to the last known address of the customer and by email if one has been provided.

The notice will contain the following information:

1. The name and address of the customer whose service is to be disconnected;
2. The date on which service will be disconnected unless the customer takes appropriate action;
3. An explanation of the reason for the proposed disconnect;
4. If disconnect is premised on payment delinquency,
 - a) A statement of the amount of the delinquent bill which the customer has failed to pay in accordance with the payment policy of Methownet LLC.
 - b) The date on which payment must be received to avoid disconnect.
 - c) A statement advising the customer to contact Methownet LLC for information regarding deferred payment and other procedures which Methownet LLC may offer to avoid disconnecting the customer's service.
5. A specific request that if a customer's residence is occupied by a person dependent on an internet connected device that is needed for medical systems, the customer should notify Methownet LLC immediately of such circumstance for consideration in extending the disconnect date for an additional 15 days;
6. A statement advising the customer Methownet LLC's stated reason for the termination of service may be disputed by contacting Methownet LLC at a specific address or telephone number;
7. The amount of Methownet LLC's fees and charges for the collection procedure and reconnection of service.

If the customer has not responded to Methownet LLC by the date stated in the delinquent notice, the service will be disconnected remotely without further notice.

A list of equipment owned by Methownet LLC that must be returned within 10 business days of disconnection, and the cost of equipment should it be damaged or not returned can be provided at the customer's request.

Non-compliance of equipment return after disconnection process will incur fees for the cost of equipment at current market value.

Disconnection will not occur on a Saturday, Sunday or legal holiday unless Methownet LLC determines that a danger to life or property exists that warrants immediate disconnection.

IV. RECONNECTION PROCEDURE:

If service has been disconnected, reconnection will be scheduled after the customer takes the following steps.

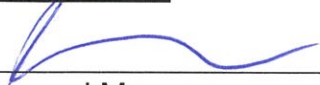
1. Pays in full all amounts due Methownet LLC, including additional fees and costs associated with the disconnection.
 - a. Payment may be required in cash or cashier's check or not considered received until the customer's personal check has cleared. If a request for reconnect and tender of payment are made before 4:00 PM on a regularly scheduled workday, there is no reconnect fee. If the request and tender of payment are made after 4:00 p.m. or outside of normal working hours, the reconnection fee will be \$150.00 for each service connected outside of regular business hours.
 - b. Payment cannot be made to Methownet LLC employees in the field for a reconnection or to avoid disconnection. All payments must be made through the main office during office hours, or the online payment portal after office hours.
2. Pays the cost of repairing any of Methownet LLC's equipment damaged by the customer's actions or inactions, in an amount determined by Methownet LLC.
3. Provides Methownet LLC with any additional security deposits, pre-payments or guarantees that Methownet LLC requires.
4. Agrees to comply with reasonable requirements to protect Methownet LLC against further infractions.

V. CUSTOMER REQUESTED DISCONNECTION AND RECONNECTION

1. Reconnect Charge
 - A reconnect fee of \$150 is applied when:
 - The customer requires a truck roll to reinstall equipment and/or apply software upgrades
 - The customer requests a seasonal disconnect of 1 to 6 months that requires equipment pick up and a truck roll to reinstall equipment.
 - The customer requests a seasonal disconnect of 1 to 6 months and the Methownet owned equipment stays in place.

RESPONSIBILITY:

The Broadband Manager shall be responsible for implementation of the policy.

ATTESTING:

General Manager

Date

Effective Date: 7/1/2026