



SEA RANCH CONNECT®

SUBSCRIBER BILLING POLICY

PO Box 16
975 Annapolis Rd
Sea Ranch, CA 95497

- The billing cycle is monthly, the final due date for payment prior to collection action is the last day of the month.
- Payments can be made by ACH bank draft or bank issued payment card.
- All invoices will be emailed on or about the 1st of the month and made available to you on a website for review.
- All cards and ACH payments will be processed on or about the first business day of the month.
- All billing correspondence will be e-mailed to the e-mail account of record.
- Your internet access will be suspended if payment is not received by the 10th day of the month. If you are suspended, a reconnection fee of \$50 shall apply to reinstate the Service. You will be notified promptly if your automatic ACH or bank card payment is not accepted.
- Billing related requests or questions should be directed via e-mail to billing@searanchconnect.org
- Additional hardware to connect your computer is available for purchase. Any purchases will be reflected on your monthly bill.
- Partial payments will not be accepted. Any partial payment will be regarded as a prorating for that month and service will cease when the prorated amount runs out.
- Except as specifically noted in the Terms of Service, no refunds on equipment or Service will be given. All sales are final, and no promise or guaranty is given to quality of Service other than as set forth in these Terms of Service or Billing Policy.
- Installation of the replacement equipment will be performed by Sea Ranch Connect or a designated subcontractor. Access to network hardware and gateway configuration is reserved exclusively for Sea Ranch Connect employees and Service partners. This is to protect your privacy and protect You from potentially harmful acts of others.
- Subscriber agrees to pay all collection costs, including reasonable attorney's fees and interest, for non-payment of sums owed under this Agreement. Interest shall accrue on past due amounts at a rate equal to the Bank of America prime lending rate plus 3%, not to exceed the maximum interest rate allowable under applicable California law.
- Certain service outages may be eligible for a service credit. The amount of a subscriber service credit is based on a pro-ration of the monthly cost for the affected Service, with a full-day billing credit for each calendar day of functional unavailability of more than thirty minutes (whether consecutive minutes or not).