



Payment in Advance: Initial payment will be due at the time of installation. This includes but is not limited to, the first month's service, installation charges, and a wireless router (if purchased from Aptitude Internet). These charges are non-refundable. Service will not be activated until payment is received.

Billing Delivery: On the anniversary of service activation each month, invoices for the month will be delivered via email address provided by customer.

Payment Methods: Payments may be remitted to Aptitude Internet via our customer portal, phone with a debit or credit card, check by mail to **P.O. 460, Farmington, MO**, or in person via cash or check at our payment drop box, located at 1027 Sainte Genevieve Avenue, Farmington, MO 63640.

Billing Cycles: Billing cycles will begin on the monthly anniversary day of service activation. Payment is due within five (10) days of the invoiced month.

Due Date: All service is prepaid. Payment for each billing cycle is due on the anniversary date of service activation. A late fee in the amount of eight dollars (\$8.00) shall be automatically applied if full payment is not received by the end of the five (5) day grace period.

Suspensions: As we do not have any service contracts, accounts with unpaid invoices beyond the grace period will fall into delinquency. If an invoice remains in a delinquent state for ten (10) days, the account status will automatically change to 'Suspended', limiting download and upload speeds on that service to 512kbps/512kbps. Upon payment of delinquent invoices, the account status will change back to 'Active' and service will be fully restored.

Autopay: Autopay can be set up using a debit or credit card. These payments will occur on the date of service activation each month. An email will automatically be sent to the customer when a payment is processed successfully, as well as to alert them if their autopay transaction is declined.

Returned Checks: All returned checks will result in the account being charged a \$39 returned check fee.

Cancellation Policy: Cancellation requests must be made by calling the Billing department. Non-payment does not constitute a notice of service disconnection.

NON-USAGE IS NOT PROOF OF CANCELLATION OF SERVICE

If service is to be disconnected, the customer shall notify the Billing Department of Aptitude Internet and settle any outstanding balance. Failure to do so will result in the account being charged the full amount for service.