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763.314.0100 | [FiberNetMonticello.com](http://FiberNetMonticello.com)

## COMPANY POLICIES AND PROCEDURES

### ELECTRONIC BILL PAYMENT

- **E-Billing** - Electronic billing allows you to receive your monthly FiberNet invoices and bill messages via e-mail.
- **E-Pay** - Electronic payment allows you to pay your monthly bill anytime of day or night, from the comfort of your own home, through our secure online billing system at [fibernetmonticello.com](http://fibernetmonticello.com). You don't have to receive your bills electronically to take advantage of this service. You can view your invoice and pay them anyway you want!

#### Get Started:

- **Phone** - Call 763-314-0100 to get set-up.

### MOVING

Please call FiberNet before you move. This will also allow us to make all the necessary arrangements to install services in your new home, provided your home is in our service area.

### TEMPORARY MOVE (Seasonal Policy)

FiberNet Monticello is pleased to provide its clients a once annually, no-charge seasonal provision. When leaving for an extended period of time, we will be happy to stop billing for the period that you are gone. Just let our customer service department know when you will be leaving and when you will return. Your same telephone number, video programming and Internet service will resume operation on the return date you select.

### TERMINATING SERVICE

You may cancel your service at any time by notifying us. We will refund advance payments or deposits you have made, less charges. We may terminate your service if you fail to pay your bill when it is due. Restoration of service will require payment of all unpaid charges, a reconnection fee and a month's service fee in advance. You are responsible for any equipment we furnish to you, and upon termination of service you must return it to us in good condition or pay us its replacement value.

### WIRING AND EQUIPMENT

The wiring inside your dwelling is your property, and you are responsible for its repair and maintenance; it must not interfere with normal cable system operations. If we, at your request, install, repair or maintain inside wiring, we will charge you at our published rates for that service. We do not provide or repair television receivers or other television-related equipment. All outside wiring and any other equipment installed or furnished by us is our property. You authorize us to come onto your property, and agree to give us access to your premises as needed to install, service or remove equipment.

### UPGRADING YOUR SERVICE

Call 763-314-0100 to add services like HD (High Definition), DVR (Digital Video Recorder), increase your Internet speed, add calling features, etc.

### AUTHORIZED VIEWING

Service is provided for your private home use and enjoyment only at the location where it was installed by FiberNet. Programming may not be viewed in areas open to the public, may not be rebroadcast or transmitted, nor may admission be charged for its viewing without our consent. You may not assign or transfer the service without our consent.

### MAINTENANCE

We try very hard to provide you with uninterrupted telecommunications service; however, from time to time it may be necessary for FiberNet to perform network maintenance to ensure quality service levels. To limit the inconvenience to our customers maintenance work will be limited to the hours of 1am - 5am.

### DISSATISFIED WITH YOUR SERVICE

At FiberNet we work hard to provide quality products and service. FiberNet is governed by the laws and regulations in the State of Minnesota for providing telephone service. However, if you are ever unhappy with your service please contact us immediately to resolve the situation. Consumers have the right to contact the Minnesota Public Utilities Commission if you feel your complaint has not been resolved.