

## TERMS AND CONDITIONS

Invoices are dated the 1st of each month and are due on or before the due date on your invoice. Please allow 5-7 days for standard mail delivery if mailing payment. If your payment is received in our office after the due date, you will be charged 1.5% of the outstanding balance as a late payment fee. Also, failure to pay your bill on or before the due date may result in service interruption and a reconnection charge. Preferred method of payment is ACH or wire. We also accept payments using your Visa, MasterCard, or American Express (all credit card transactions are subject to an additional surcharge ranging from 2.5% - 3.0%). Please contact our billing department at [accounting@telecom-one.net](mailto:accounting@telecom-one.net) to set up an automatic payment program.

All disputes must be submitted in writing containing sufficient detail within the contracted dispute period. If a dispute is not submitted before the end of the dispute window, then the invoiced party waives the right to dispute the charges. If you believe there is an error on your bill or have a question about your service, please email [accounting@telecom-one.net](mailto:accounting@telecom-one.net).

**Regulatory Recovery Fee:** We collect and retain this fee to recover some of the costs we incur to comply with local, state, and federal governmental mandates and programs, including, but not limited to E911, local number portability and number pooling. We may impose the fee whether the benefits of any or all these mandates and programs are available in your location or not.

## REFUNDS

All payments made or all fees payable by your Company to Telecom One, Inc. are final and not refundable under any circumstance(s), including but not limited to the termination of your Service Authorization agreement for whatever reason.