

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 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.

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.

PRIVACY POLICY

This privacy policy discloses the privacy practices for "Telecom-One.net". This privacy policy applies solely to information collected by this web site. It will notify you of the following:

- What personally identifiable information is collected from you through the web site, how it is used and with whom it may be shared.
- What choices are available to you regarding the use of your data.
- The security procedures in place to protect against the misuse of your information.
- How you can correct any inaccuracies in the information.

INFORMATION COLLECTION, USE, AND SHARING

We are the sole owners of the information collected on this site. We only have access to/collect information that you voluntarily give us via email or other direct contact from you. We will not sell or rent this information to anyone.

We will use your information to respond to you, regarding the reason you contacted us. We will not share your information with any third party outside of our organization.

Unless you ask us not to, we may contact you via email in the future to tell you about specials, new products or services, or changes to this privacy policy.

YOUR ACCESS TO AND CONTROL OVER INFORMATION

You may opt out of any future contacts from us at any time. You can do the following at any time by contacting us via the email address or phone number given on our website:

- See what data we have about you, if any.
- Change/correct any data we have about you.
- Have us delete any data we have about you.
- Express any concern you have about our use of your data.

SECURITY

We take precautions to protect your information. When you submit sensitive information via the website, your information is protected both online and offline.

Wherever we collect sensitive information (such as credit card data), that information is encrypted and transmitted to us in a secure way. You can verify this by looking for a closed lock icon at the bottom of your web browser or looking for “https” at the beginning of the address of the web page.

While we use encryption to protect sensitive information transmitted online, we also protect your information offline. Only employees who need the information to perform a specific job (for example, billing or customer service) are granted access to personally identifiable information. The computers/servers in which we store personally identifiable information are kept in a secure environment.

UPDATES

Our Privacy Policy may change from time to time and all updates will be posted on this page. If you feel that we are not abiding by this privacy policy, you should contact us immediately via telephone at **800-391-1551** or via email at operations@telecom-one.net.