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PAYMENT POLICY AND SHUTOFF POLICY NOTICE

January 22, 2019

Dear Wavelinc Customers:

This email is to let you know of a change in our payment policy and non-payment shutoff policy for 5G customers. You are currently signed up for one of our "5G Enhanced Speed" packages. These packages require a credit/debit card be on file for the monthly payment that will automatically get charged to the monthly bill when the bills come out which is typically the 18th-19th of each month. Part of your original customer agreement stated that if those bills were not paid within 10 days (typically 1st of each month) that your account would be subject to automatic suspension. Some things that could cause your bill not to get paid are: 1. Customer changing credit card on file from "Automatic" to "Manual" payment in the customer portal which is highly discouraged and against the customer terms of agreement. 2. Credit card being declined due to expired or no funds available. So far we have been very liberal on the automatic suspension and were not fully enforcing it sometimes letting it go for weeks past the shutoff date.

As of February 1st we are fully implementing the automatic shutoff procedures. This means if your account has not had payment to a credit/debit card by then the account will automatically be suspended and when you try to access a website it will re-direct you to a page saying you need to pay the bill which can be done right there on that page. In addition your account will be charged a \$10 late penalty at that time.

Most customers will not be affected by this as the vast majority of our credit/debit card customers have no issues with the current setup but some people are habitually not having cards on file with automatic set to them or are having cards be continually declined.

This email is a courtesy to let you know of this procedural change. If you do get shut off because your card didn't go through by the 1st you can fully get yourself paid up and turned back on through the customer portal yourself without having to call the office. But in the event you are not able to get your payment through we are able to assist at the office phone number of 419-562-6405 during regular business hours.

Thank you for your understanding in this matter.

-The Wavelinc Team.