



COASTCONNECT

Powered by Coast Electric

COASTCONNECT, LLC

Policy No. 400

SUSPENSION AND DISCONNECTION OF SERVICE

I. POLICY OBJECTIVE

The purpose of this policy is to provide guidance related to the suspension and or disconnection of internet, telephone, and other related services provided by CoastConnect, LLC.

II. POLICY STATEMENT

- a. CoastConnect may suspend or disconnect internet and or telephone service due to non-payment of billings in a timely manner, violation of the terms and conditions of the service agreement, or a valid court order demanding service suspension or termination.
 - i. Suspension/disconnection due to non-payment of bill.
 1. CoastConnect will bill internet and telephone subscribers monthly on or about the fifth (5th) of each month with a due date at least fifteen (15) days after the bill date.
 2. Bills are considered “past due” and subject to suspension/disconnection the day after the due date stated on the monthly bill.
 3. If a bill for services provided by CoastConnect is not paid in full by the first (1st) day of the following month, all services (except E911 service) will be suspended until the balance on the account is paid in full.
 4. Once an account is suspended due to non-payment, the subscriber will have 14 days to pay the balance due, otherwise, all services will be disconnected (including E911 service).
 5. If the subscriber pays the balance due on a suspended account before services are disconnected, a reconnect fee as published in the company’s schedule of fees will be added to the next bill.
 - ii. CoastConnect may suspend or permanently disconnect a subscriber’s service if the account is found to be in violation of the current terms and conditions of the CoastConnect Service Agreement.
 - iii. CoastConnect may suspend or permanently disconnect service upon receipt of a valid court order demanding such action on the account.
- b. Suspension of service, for any reason, will not result in proration of the applicable monthly service fee.
- c. If service is disconnected for any reason (including at the request of the subscriber) prior to the completion of the contracted service period, an early termination fee equal to the pro-rated balance remaining on the contract will be added to the account. The

subscriber will also be required to return all CoastConnect equipment installed at the location, in good condition, or be billed the current fees posted in our schedule of fees for each piece not returned in an acceptable condition.