

Company Policy

Billing Procedures

All service charges are billed on the first of each month for both the current month and any previous pro-rata period. Payment is due by the 15th of each month and becomes past due if not received by the next billing cycle. If there is a billing problem, please call our office promptly to ensure your bill does not become past due.

Late fees, Collections Expenses and Termination for Unpaid Balances

If your payments are not current, **Vogtmann Engineering Inc.** will impose a late fee or your service may be disconnected without notice. You will also be liable to pay **Vogtmann Engineering Inc.** for all attorneys' fees, collection fees or other expenses arising from efforts to collect any unpaid balances on your account.

Disconnect for Non-Pay

Failure to pay all charges within the allotted time will result in a disconnection of service. Any subsequent reconnect will be subject to the payment of a reconnect penalty fee, all back balances, and all costs of collection. Non-Pay customers will also not be eligible for any promotional offers.

Request for Connection

Request for connection may be made at the cable system office or by phone at 1-989-836-8848. At the time of connection, the installation fee plus the amount of the first month billing is due.

Request for Disconnection and Equipment return

Request for disconnects may be made at the cable system office or by phone. To avoid any billing misunderstanding, telephone requests for disconnects should be followed up either in writing or in person. A disconnect becomes effective and billing stops the day the basic is requested and all cable equipment is returned. Failure to return the equipment within 15 days of the requested disconnect date will make the customer liable for the charges outlined in the service and converter agreement, plus any cost of collection. The charge for an unreturned converter may be up to \$300.00.

Vogtmann Engineering Inc. Property

The customer agrees that he/she will not disturb, alter, or remove any portion of the company's equipment or material; will adequately safeguard the company's property against others; and will not hire or permit anyone other than authorized personnel to perform work on the company's equipment or material.

Repair of Cable Equipment

Vogtmann Engineering Inc. will repair and / or replace any defective system components including converters at no charge unless such repair is necessitated due to abuse by the customer. In this case, a reasonable charge will be assessed.

Access to Customer Premises

The customer agrees to allow **Vogtmann Engineering Inc.** access at reasonable times to customer's premises to inspect and / or replace Company's equipment.

Transfer and Assignment

Customers may not transfer or assign their converters and other equipment without the consent of **Vogtmann Engineering Inc.**

Indemnity

In requesting service, customer agrees to hold **Vogtmann Engineering Inc.** harmless from and against all claims, suits, fees, and other liabilities for damage to property or injury, or death to any person arising from the installation and provision of service except such as was caused by the negligence or willful misconduct of **Vogtmann Engineering Inc.** or its authorized employees or agents.

Right of Way

In requesting and accepting service, customer grants **Vogtmann Engineering Inc.**, without fee, the easement and rights of way necessary to render services to the customer.

Suspension of Service

Vogtmann Engineering Inc. may suspend or terminate service to any customer who is using the service in a manner, which interferes with or impairs the use by any other customer or to any customer who is fraudulently using the service.

Disruption of Service

Vogtmann Engineering Inc. will not be responsible for any failure or interruption of programming or service resulting from circumstances beyond its control. Upon notification by a customer of a service interruption, **Vogtmann Engineering Inc.** will credit the customer a pro-rata amount of each hour that the cable service is interrupted for more than four continuous hours, providing the interruption is not the result of a natural disaster.

Service / Trouble Calls

If a customer has a technical problem that is cable-system related, there will be no charge for the trouble call if the problem is associated with the cable plant, which **Vogtmann Engineering Inc.** maintains. In cases where the problem is a result of unauthorized tampering with the cable or abuse of the cable company's equipment, a service call charge may be assessed.

Complaint Procedures

Vogtmann Engineering Inc. maintains offices and trained maintenance staff to be promptly available to customers upon request. Telephone requests made outside of normal business hours will be recorded by an automatic recording device. Technical personnel will be dispatched as warranted. **Vogtmann Engineering Inc.** strives to resolve any complaints concerning its service as expeditiously as possible. Should a customer have any unresolved complaint regarding quality of service, equipment malfunctions, or similar matters, the customer should contact the Area Manager at the local billing office.