

Billing Policy In order to provide our customers with the best level of service, we require all payments for products and services to be paid monthly, in advance. Additional terms and conditions outlined below apply.

Terms & Conditions

- All payments are due prior to services being rendered.
- Invoices are generated 5-7 business days prior to payment due date.
- Invoice reminders are sent on a nightly basis to the primary account contact provided to Atlantic Metro.
- It is the customer's responsibility to keep this information accurate in our database.
- Atlantic Metro reserves the right to apply a 5% interest to any balance over 7 days past due.
- Clients with a balance over 14 days are considered to be in default of their contract and risk service suspension.
- Suspended services for non-payment are subject to a \$199 re-activation fee for each occurrence.
- Atlantic Metro accepts secure online payments via <https://my.atlanticmetro.net>

Atlantic Metro recognizes that customers in default or arrears may want to dispute certain charges applied to them. The Atlantic Metro Communications dispute policy is as follows:

Customer shall have the affirmative obligation of providing written notice to Atlantic Metro Communications of any dispute with an Invoice no later than twenty (20) days after the invoice date.

Customer must provide, in the written notification, sufficient detail regarding the dispute, including, without limitation, the invoice number, billing cycle, dispute period, amount in dispute, product, reason for dispute, and supporting documentation.

Customer may withhold payment only on amounts so disputed within twenty (20) days after the invoice date, provided it has contemporaneously submitted written notice of the dispute with supporting documentation. Atlantic Metro will use reasonable efforts to resolve and communicate

its resolution of any dispute filed in accordance with the requirements of this Section 6 of the master services agreement within seven (7) business days of its receipt of the dispute notice.

If the dispute is resolved in Atlantic Metro Communication's favor, any amounts to be paid by customer shall be immediately due and payable and shall be subject to the late payment charges under Section 1 of the master services agreement, hereof retroactive to the due date of the disputed invoice. Notwithstanding anything herein to the contrary, customer shall not withhold any disputed amounts while its Atlantic Metro account is delinquent, and claims of fraudulent usage shall not constitute a valid basis for a dispute.

Should you have any questions or concerns regarding our corporate policies, please do not hesitate to contact us at billing@atlanticmetro.net or 212.792.9950