

## THINGS YOU SHOULD KNOW ABOUT NORWOOD LIGHT BROADBAND

Billing procedures: Broadband services are billed one month in advance. Partial month charges will be included on your bill if you add or change services between billing dates. The charges for one month's service, plus any installation or equipment fees, are payable at time of installation.

You agree to pay us monthly by the payment due date as shown on your bill and for any administrative fees due to late payments or other charges due us. You agree to pay all federal, state, local, and user taxes, franchise fees and other charges which we may now or in the future be required to assess you. Billing rates are subject to periodic adjustment as permitted by franchise agreements by federal law. You may pay for multiple months of service in advance if that is more convenient for you. If changes in rates occur after advance payments are made, you are responsible for any adjusted rates as of the applicable rate change effective date.

To ensure your account is properly credited, mail your check or money order along with the remittance stub in the return envelope provided to Norwood Light Broadband, 136 Access Rd. Norwood, MA 02062. **Please make your check payable to the Town of Norwood**, write your account number and service address on it, and allow 5-7 days for processing. **Do not mail cash.** To ensure prompt attention, please call us with inquiries or requests. You may also bring your payment to the Treasurer's office Monday through Friday between 8:15 am and 3:30 pm. To save time and money you may also sign up for our Pre-Authorized Payment Plan by contacting us at 781-948-1150. You will still receive a monthly statement but your bill payment will be automatically deducted from your bank account or you may pay on line at <https://norwoodlight.com/pay-my-bill/>

Your account is considered delinquent if not paid within 30 days after the bill due date. Notice will be given of termination of service and the delinquent amount must be paid in full within eight business days.

An effort will be made to contact the writer of a returned check to secure payment. If payment has not been made and the account is delinquent, the account will be disconnected and a reconnect fee will apply. Payment can be made by cash, check, money order or online @ <https://norwoodlight.com/pay-my-bill/>

Once an account has been disconnected for non-payment, the delinquent amount due on the account must be paid in order to reconnect service. In addition a reconnect fee is required to be paid at the same time. The amount due and the reconnect fee must be paid by cash, check or money order in the Treasurers office, 566 Washington Street, Norwood, for service to be restored by the next business day.

Termination of service: You may cancel your service at any time by calling or writing to us. Please do not write disconnect requests directly on your bill. We reserve the right to terminate your service if you become delinquent more than 30 days. A termination notice will be sent and payment of the delinquent amount due is required within 8 business days from the mailing date of said notice. Unpaid disconnected accounts are forwarded to a collection agency. You may not assign or transfer your service without our written consent. Please contact Norwood Light Broadband before you move so we can disconnect your service, recover our equipment and arrange for service in your new home.

Service and rate changes: We reserve the right to change our services, equipment, prices and fees at any time. We also reserve the right to rearrange, delete, add to or change the services provided on our cable service. In accordance with federal and local regulations, we will notify you in advance of the change and inform you of the effective date.

Outages/service interruptions: We will normally respond to service interruptions (outages) as soon as possible and no later than 24 hours from the time we are notified of an interruption. We will normally respond to other non-outage service problems by the next business day. For outages beyond our control (such as natural disasters or severe weather-related problems) we will respond as promptly as possible. We do everything to ensure trouble-free cable reception and internet service, but from time to time equipment failures can occur. Generally, it is our policy to issue a credit, upon request, for service interruptions over 24 hours. Norwood Light Broadband customer service representatives are available during normal business hours and our after hours emergency reporting service is available 24 hours a day. Please call us in a timely manner when you notice the problem. We cannot issue credits for service interruptions if we are not notified promptly or for situations beyond our control.

Equipment policy: Equipment installed by Norwood Light Broadband placed under, over, on or about your home or property in connection with the delivery of service is the property of Norwood Light Broadband. Rented/leased digital communication terminals (cable boxes), remote controls and cable modems--which are provided to customers if necessary or requested--are the property of Norwood Light Broadband. Rented/leased equipment must be returned to us when service is discontinued for any reason, or at any reasonable time we need to issue other equipment. Failure to return rented/leased equipment at the appropriate time will result in a charge to your account and may lead to legal action to recover the equipment. You are responsible for damage to rented/leased equipment, other than normal wear and tear, and may be assessed a charge for repair or replacement. Equipment purchased from Norwood Light Broadband is your property and not covered by the above equipment policy.

Your rights as a cable TV subscriber: If you experience a problem please follow the steps outlined below:

1. First contact our office and tell us about your problem. If your problem concerns the signal quality of your cable service and we cannot resolve it over the phone, we will schedule a service call immediately (we do not repair televisions or VCR's). If a technical problem has occurred, such as a power outage affecting a large number of our customers, it is possible for our telephone lines to become overloaded with calls. You may receive a busy signal in this instance because your neighbors are also reporting the problem. Please be assured we will act to resolve your service as soon as possible.
2. In the vast majority of cases, we can promptly resolve any problem you may experience. If we are unable to resolve your problem to your satisfaction within a reasonable time period, you should contact the local government office responsible for dealing with cable television complaints. The local government official should be contacted before any contact with the Federal Communications Commission (FCC). The FCC CUID/NCID number is MA 0367. Your local contact is the Department of Telecommunications and Cable, 1000 Washington Street, Suite 820, Boston, MA 02118-6500 (phone - 1-617-305-3531 or 1-800-392-6066).