

## Rates & Billing Options

**AVAILABLE ONLINE:** A complete list and description of all rates for basic local exchange access service, including any applicable discounts, and all billing plans and options available to customers are published at [www.sparklight.com/ratecard](http://www.sparklight.com/ratecard).

## Rules for Payment, Refund, and Deposit Guarantees

**BILL PAYMENTS:** Sparklight offers many different methods of bill payment. We accept payments at [www.sparklight.com](http://www.sparklight.com) through the mail using the invoice from your monthly billing statement, through our automated phone system and at the various retail payment locations around town. Sparklight also offers the ability to set up Sparklight Auto Pay, a convenient monthly payment solution that will automatically debit your Credit Card, Debit Card, Checking or Savings account for monthly payment. Sparklight no longer accepts payments at the local office. Payments made with a customer service representative over the phone will incur a \$10 fee. To avoid that fee when making a phone payment use our convenient and simple automated payment alternatives. Please visit us at [www.sparklight.com](http://www.sparklight.com) or contact Sparklight for more information about Sparklight Auto Pay and your many payment options. If you have any questions regarding your bill or disagree with any portion of your bill, immediately contact Sparklight with your concerns.

**To make corrections or challenge a charge you must contact us no later than 60 days from the bill's Due By date at 1-855-425-6161.**

For any other billing questions please go to [support.sparklight.com](mailto:support.sparklight.com).

**PARTIAL PAYMENT:** Any partial payment made by the customer must be credited to local service first or credited in a way to avoid disconnection of local service.

## Billing Rules & Procedures

**BILL PAYMENTS:** Invoices for customers are generated each month and due in advance. The day that an invoice is generated for a current account without any overdue balance is day 1 of the billing cycle for that account. Invoices are normally generated (and then posted for online billing or mailed to a customer) at least five days in advance of the customer's monthly service period. Because different systems may use several different billing cycles the first day of your billing cycle could be the 1st of the month or 28th of the month or something in between. Usage charges such as phone service charges for international calls and directory assistance are billed after use.

**YOUR MONTHLY STATEMENT:** Your monthly statement is generated by our billing service. When you receive your statement, we recommend that you examine it carefully. The last date for which payments were posted is shown on the bill. Any payment received after that date will be reflected in your next billing statement. The balance (less any payments you made which are not yet posted) must be paid by the date indicated to avoid late fees or collection activity. Sparklight is not responsible for payments mailed but not received on or before the due date. If you mail your payment, please allow seven business days for it to be posted to your account.

**LATE FEE:** Late fees are based on customer location and services. For phone service in areas of Missouri, Arkansas, Oklahoma, Alabama, South Carolina and Georgia, upon a customer's failure to pay an invoice before the next monthly invoice is generated (on approximately day 30 of the billing cycle) Sparklight may impose a late fee of 1.5% for all services. In all other areas, the Company may apply a late payment charge if any portion of the customer's payment is received by the Company after the payment due date, or if any portion of the payment is received by the "Due Before Date" in funds which are not immediately available upon presentment. The Company may impose a late fee of \$8.00 for residential customers or \$12.00 for business customers and will show the assessment of

the late fee on the invoice. If the account remains delinquent on day 40 of the billing cycle, the Company may assess a second late fee of \$2.00 for residential customers or \$8.00 for business customers. Sparklight may terminate services on any account and require the return of its equipment on any account that has not paid its invoice by the beginning of the subsequent billing cycle. If Sparklight makes a collection or disconnect attempt at the subscriber's residence, then we may also be entitled to assess an additional charge for that home collection or disconnect effort. The late fees collection and disconnect fees serve to benefit customers who pay in a timely fashion. Our rate schedule has been established with the anticipation that bills will be paid on time. Due to the difficulty in predicting what costs we will incur as a result of any specific late payments, our late fees are intended to be a reasonable estimate of our costs due to late payment. This is not an extension of credit, and the fees are not interest, a credit service charge or a finance charge. The above late fee practices, including without limitation the fee amounts, are modified in certain states to comply with applicable state or local laws, rules or regulations.

**BILLING DISPUTES:** If you ever have any questions about your bill, call our Customer Service Department as soon as possible and no later than 60 days from the Due By date. When our representative answers your call, be as specific as you can in describing your question or problem. A customer service representative will check our computer records for your account and will usually be able to answer your questions while you are on the phone. Occasionally it may be necessary for us to check records that are not immediately available. In these cases, we will ask for a telephone number where we can reach you as soon as that research has been completed. Where you have concerns regarding particular charges on your monthly statement be sure to mention to the customer service representative the amount that you dispute. We encourage you to voluntarily pay any amounts not in dispute on time to avoid the assessment of applicable late fees.

## Automatic Adjustment Charges

If eligible, a Lifeline discount will be reflected on the bill. In Missouri, if eligible, a disabled discount will be reflected on the bill.

## Extended due date or delayed payment policies:

(Government Assistance)

This date must coordinate with the date of the customer's receipt of their government assistance.

A 5-day grace period will be allowed after the Government assistance due date.

### PROMISE DATE PROCEDURES ARE AS FOLLOWS:

- Only one payment extension is allowed per billing cycle.
- The payment date should not go beyond 10 days past the disconnect date.
- Payment promise dates should only be set for weekdays.
- Promise Dates should not be entered if the promise date is prior to the anticipated disconnect date.
- The amount promised must be the total amount past due. Although the customer may make partial payments, the full amount promised must be paid by the due date.
- If the customer does not honor the promised date, service orders to suspend the account will be placed. No suspension/disconnects can be executed on Friday, the day preceding a holiday, or after 2 pm.
- If the customer has not made a payment or the payment amount is insufficient, the customer will be disconnected.

## Extended due date or delayed payment policies: (cont.)

**REQUESTING DEPOSITS:** Deposits cannot be requested from consumers who have received the same or similar type of service for 12 consecutive months without disconnection for non-payment and whose payment was not late more than once during the 12-month period. The Company must accept a third-party guarantee from a responsible party in lieu of a deposit.

**RECEIPT FOR DEPOSITS:** The Company must provide the customer a receipt for any deposit received. At a minimum, the receipt must include: (1) name, billing address, telephone number, and account number of the customer; (2) place deposit paid; (3) date of deposit; (4) amount of deposit; (5) Company's name and address; (6) signature and title of Company employee receiving deposit; (7) current interest rate for deposit; (8) service to be furnished; and (9) statement of the terms and conditions governing the use, retention, and return of the deposit. The Company should establish a means by which a depositor may establish a claim for the deposit if the receipt is lost.

**RECORDS FOR DEPOSITS:** The Company must keep records of deposits for at least three years after the deposit has been refunded to the customer. These records must include: (1) the information set forth on the deposit receipt set forth above; (2) the reason for the deposit; (3) each transaction concerning the deposit including dates and amounts of interest paid; (4) all efforts to return the deposit to the customer, including the date the deposit was refunded; and (5) the reasons why the deposit was retained longer than the allowed retention period (such as the customer was delinquent with payments). The Company must retain records of unclaimed deposits for seven years. Upon the sale of the Company or its customers/assets, these records must follow the customer to the new service provider.

**AMOUNT OF DEPOSITS:** The amount of the deposit is based on the average monthly amount to be billed, and may not be more than two average monthly bills if payment for service is due after service begins or not more than one average monthly bill if payment is due before service begins. The Company must permit a residential deposit to be paid in equal installments over a period of at least two months, but if the deposit is over \$50, the residential subscriber shall be given four months to make installment payments to provide the deposit.

**INTEREST RATE FOR DEPOSITS:** In many of the States, the interest rate to be paid on deposits for telecommunications services is recalculated annually. The current highest rate in the States is 7 percent (7%). However, some of the States have lower interest rates. Thus, the Company may want to consider using state-specific interest rates for deposits. The current deposit interest rate for each of the States is set forth in the Appendix below.

**PAYMENT OF INTEREST ON DEPOSITS:** Interest on deposits must be paid annually as a credit on the customer's December bill.

**REFUND OF DEPOSITS:** Deposits must be refunded to the customer after 12 months of satisfactory payment. Deposit refunds must be paid by separate check and not by credit to the customer's account unless the deposit is used to pay the customer's final bill. When a deposit is refunded, the Company shall issue a cancellation notice that can be associated with the receipt originally issued to the customer. Any unclaimed deposits must be handled in accordance with State unclaimed property requirements.

## Shut-Off Protections for Vulnerable Customers

**SPECIAL CIRCUMSTANCES AFFECTING DISCONNECTION:** The Company must honor a medical certificate that attests to the need for continued service due to the customer's medical condition or advanced age (over 65) and must delay any planned disconnection of service for 30 days from receipt of the certificate. If service has

already been disconnected, service must be restored within 24 hours upon receipt of the medical certificate.

Verbal requests will be honored although the customer should still send in a written notice/medical certificate. Verbal requests will be honored although the customer should still send in a written notice/medical certificate, Sparklight, 505 N Mechanic St, El Campo TX 77437.

Accounts must be documented and include all pertinent dates and details.

## Third-Party Notification Rules Before Shut-Off

Service may be disconnected for non-payment, fraud/misrepresentation, hazardous conditions, violations of Company rules or State/federal law, breach of contract, unauthorized resale, failure to provide reasonable access, or failure to provide credit information or deposit when requested. Service cannot be disconnected for an unpaid bill of less than \$30 or for unpaid amounts that have been disputed by the customer or that are subject to a complaint on file with the Company, the State commission, or court. Regulated services cannot be disconnected for failure to pay for non-telecommunications or non-regulated services. Local service cannot be disconnected for failure to pay long distance charges.

**NOTICE FOR DISCONNECTION:** At least 10 days written notice is required before disconnection occurs. The Company must make a good faith effort to make a second contact at least two days before disconnection if the notice was made by mail or leaving it at the premises. If service is not disconnected within 20 days of the initial disconnection date set forth in the notice, new notices must be given. A disconnection notice cannot be issued before the third business day following the bill due date. Disconnection cannot occur until at least 29 days from the date of the bill. The disconnection notice must be separate from any billing statements. Service may be disconnected without notice for a dangerous/hazardous situation, to avoid fraud, tampering of service, unauthorized service, or in response to a court order. The Company should disconnect service without adequate notice only in very limited circumstances. The Company must keep records of service disconnections (either with or without adequate notice to the customer).

## Suspension, Reconnection, Termination Policies & Rules

**DISCONNECT POLICY:** A customer may request to have their service(s) disconnected at any time. Billing for service will stop on the day you request the service to be discontinued subject to billing for applicable fees and outstanding amounts due. Additionally, the equipment Sparklight has provided to you must be returned upon disconnection of service or certain charges will apply.

## Reconnection Charges

Customers who have been disconnected may incur reconnection or service restoration fees. These charges are typically outlined in approved tariffs and subject to regulatory approval during the tariff review process.

**RECONNECT/REACTIVATION FEE:** If you do not pay your bill in full by its due date or you at any time fail, neglect or refuse to make timely payment for your services we may electronically or physically disconnect or disable your services and in such event, we will be wholly relieved from any and all of our duties and obligations under this agreement ("Disconnected Services"). Such disconnection or disablement will only take place after late fees have already been applied per the paragraph above. In the event you desire to reactivate your Disconnected Services we will require you to pay, and you agree to pay before we are required to reconnect or reactivate your services all past due charges and all outstanding balances accrued through the date of such disconnection plus a Reconnect Fee.

## Reconnection Charges (cont.)

**WHEN DISCONNECTION MAY OCCUR:** Service may be disconnected for non-payment, fraud/misrepresentation, hazardous conditions, violations of Company rules or State/federal law, breach of contract, unauthorized resale, failure to provide reasonable access, or failure to provide credit information or deposit when requested. Service cannot be disconnected for an unpaid bill of less than \$30 or for unpaid amounts that have been disputed by the customer or that are subject to a complaint on file with the Company, the State commission, or court. Regulated services cannot be disconnected for failure to pay for non-telecommunications or non-regulated services. Local service cannot be disconnected for failure to pay long distance charges.

**NOTICE FOR DISCONNECTION:** At least 10 days written notice is required before disconnection occurs. The Company must make a good faith effort to make a second contact at least two days before disconnection if the notice was made by mail or leaving it at the premises. If service is not disconnected within 20 days of the initial disconnection date set forth in the notice, new notices must be given. A disconnection notice cannot be issued before the third business day following the bill due date. Disconnection cannot occur until at least 29 days from the date of the bill. The disconnection notice must be separate from any billing statements. Service may be disconnected without notice for a dangerous/hazardous situation, to avoid fraud, tampering of service, unauthorized service, or in response to a court order. The Company should disconnect service without adequate notice only in very limited circumstances. The Company must keep records of service disconnections (either with or without adequate notice to the customer).

**FORM AND CONTENT OF DISCONNECTION NOTICE:** At a minimum, the following information must be contained in a disconnection notice: (1) customer's name, address, telephone number, and account number; (2) clear statement the notice is from the Company; (3) the services being disconnected; (4) reason for disconnection (citing applicable State or Company rules); (5) amount of bill due if disconnected for non-payment, including the amount due to maintain local service; (6) statement that partial payment will be applied toward past due charges for local service first; (7) date/time service will be disconnected unless customer takes action; (8) statement advising the customer to contact the Company and telephone number or address of the Company where customer may pay bill, make payment arrangements, or make a complaint (in bold print); (9) clear statement of what customer should do to avoid disconnection, including cost and payment arrangements; (10) statement that residential customer with medical condition or customer over 65 may contact provider about delaying disconnection; (11) statement that customer may contact the State commission including the mailing address, street address, local telephone number, and toll-free number for the commission; and (12) charges and conditions for reconnection of service. In Texas, the disconnection notice must be in English and Spanish. Please note, some of the States have adopted specific language or forms to be used for disconnection notices, which are set forth in the Appendix below.

**TIMING FOR DISCONNECTION:** Disconnection can occur only during the hours of 8am to 2pm on Monday-Thursday. Disconnection cannot occur on holidays, weekends, or any day the Company's business office is not open, or on the day before a holiday, weekend, or non-business day. Disconnection cannot occur during times the customer cannot access Company personnel to make payment or otherwise avoid disconnection.

**RECONNECTION CHARGES:** Reconnection or service restoral charges may be applied to reconnect a customer that has been disconnected. These charges generally are set forth in tariffs and are approved as part of the tariff approval process.

## Temporary Service Suspension /Seasonal Billing Options

Seasonal/vacation status billing will be allowed for a minimum of 30 days and a maximum of 6-months reduced billing, once during a 12-month period (based on start date, within reason). Exceptions require a manager approval. This customer option reduces charges for a phone line to \$10 per month (modem/equipment fee included, see exceptions below). 911/611 calls will operate but other inbound and outbound calling and other features will be suspended, phone number is kept by customer. \$10 suspension fee (non-recurring) to be applied per service on the start date of seasonal status billing, no reconnect fee at reactivation. EZ Pay is required for seasonal/vacation status billing (business process most likely, audit reporting to enforce).

Optimally, we will be able to set the start and end date of the seasonal status billing and our billing system will restore previous level of service and billing at end date. Customer must request reconnection at least two business day prior to reactivation if they would like to end the seasonal status early, if we can process sooner, we will. Prorations will be applied, in alignment with other service or billing change processes. All non-pay policies will be in effect as usual during seasonal billing status. Bulk accounts will not be eligible for seasonal billing.

**EXCEPTION:** Due to filed tariffs in our ILEC areas of South Carolina and Georgia, we must bill at 50% of our standard rate for phone service for a seasonal discount rate.

LOCATIONS (formerly Hargray)	PHONE	FCC ACCESS CHRGR	EXT AREA CALL
EASTMAN, GA	\$12.85	\$3.25	
HAWKINSVILLE, GA	\$12.85	\$3.25	
BLUFFTON, SC	\$10.93	\$3.25	\$1.53
DAUFUSKIE, SC	\$10.93	\$3.25	\$1.53
HARDEEVILLE, SC	\$10.93	\$3.25	\$1.53
HARDEEVILLE-BEAUFORT, SC	\$10.93	\$3.25	\$1.53
HILTON HEAD ISLAND, SC	\$10.93	\$3.25	\$1.53

*All Prices Per Month.*

## Customer Care & Payment Agent Info

Customers may contact Sparklight at the following numbers for support or billing assistance. For a list of authorized payment agents in your area, visit [www.sparklight.com/contactus](http://www.sparklight.com/contactus). Customer Service Phone Numbers

**Sparklight: 877-692-2253**

**Formerly Cable America: 800-338-1808**

**Formerly Fidelity Communications: 800-392-8070**

**Formerly ValuNet: 620-208-5000**

**Formerly Hargray: 877-427-4729**

## Sales Support

866-321-2407

Mon-Fri: 8 AM-8 PM CST | Sat: 10 AM-6 PM CST

Order Online 24/7

## Billing Support

877-692-2253

Mon-Fri: 8 AM-5 PM (Local Time)

Customer Login | Quick Pay | Bill Pay Locations

## Tech Support

Most locations (24/7): 877-692-2253

CableAmerica (SW Missouri): 800-338-1808

**Mon-Fri 7 AM-11 PM CST | Sat 8 AM-10 PM CST | Sun 9 AM-9 PM CST**

## How to File a Complaint with Us

**CALL:** Local Customer Care or 877-692-2253

**ONLINE FORM:** [www.sparklight.com/contactus](http://www.sparklight.com/contactus)

**MAIL:** Attn: Customer Relations, 210 E. Earll Dr., Phoenix, AZ 85012.

**RESOLUTION:** Most issues resolved within 30 business days.

## How to Contact the Commission (varies by location)

Refer to the Annual Notice for your state's Commission contact information, available at [www.sparklight.com/annual-notice](http://www.sparklight.com/annual-notice).

We are committed to providing the best possible customer service and a broad range of quality programming. We are pleased to provide you with the following procedures in case of any problems with our service. Any time you have a problem with your service please call Technical Support at 877-692-2253 where we have customer service representatives on duty to help you or arrange for a technician to address the problem. All efforts will be made by our service technicians and other associates to resolve any complaints concerning the technical quality of service promptly and efficiently. If we are not able to take any further action to correct the problem, we will promptly inform you of our determination and the reasons we cannot correct the problem. Most problems can be resolved with the above procedures. If your problem is not handled to your satisfaction, you may feel free to contact your regulatory authority as listed below.

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## ALABAMA

For telephone disputes in Alabama, you can file an informal complaint with the Alabama Public Service Commission. The Alabama Public Service

Commission is the state agency that regulates Sparklight and other public utilities in the state.

**Alabama Public Service Commission  
Consumer Service Section  
P.O. Box 304260, Montgomery, AL 36130**

1-800-392-8050

## GEORGIA

For telephone disputes in Georgia, you can file an informal complaint with the Georgia Public Service Commission.

The Georgia Public Service Commission is the state agency that regulates Sparklight and other public utilities in the state.

**Georgia Public Service Commission  
244 Washington Street, SW Atlanta, GA 30334**

1-800-282-5813

## SOUTH CAROLINA

For telephone disputes in South Carolina, you can file an informal complaint with the South Carolina Public Service Commission. The South Carolina

Public Service Commission is the state agency that regulates Sparklight and other public utilities in the state.

**Office of the Regulatory Staff  
Consumer Services Division  
1401 Main Street, Suite 899, Columbia, SC 29201**

1-800-922-1531 or 803-737-5230

Telephone complaints may also be referred to the

**Federal Communications Commission  
45 L Street NE, Washington, DC 20554**

1-888-225-5322

## MISSOURI

For telephone disputes in Missouri, you can file an informal complaint with the Missouri Public Service Commission. The Missouri Public Service

Commission is the state agency that regulates Sparklight and other public utilities in the state.

Consumer Hotline: 1-800-392-4211

**Missouri Public Service Commission  
Governor Office Building  
200 Madison St., P.O. Box 360, Jefferson City, MO 65102**  
1-800-392-4211

**Missouri Office of Public Counsel  
Governor Office Building  
200 Madison St., P.O. Box 7800, Jefferson City, MO 65102**  
573-751-4857

## OKLAHOMA

For telephone disputes in Oklahoma, you can file an informal complaint with the Oklahoma Corporation Commission (OCC).

OCC Mailing Address:

**P.O. Box 52000  
Oklahoma City, OK 73152-2000**  
405-521-2211

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We appreciate your business and look forward to providing you with the finest service. Technical support is available 24 hours a day, 7 days a week including holidays. Billing support is available during normal business hours Monday through Friday.

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## Telephone Policies & Rules are Available at Your Local Sparklight Office.

To locate your closest location visit  
[www.sparklight.com/locations](http://www.sparklight.com/locations).