

POLICIES AND PROCEDURES

INSTALLS :

New customers are required to fill out an application and provide complete customer data.

A check for equipment and service is expected at the time of the install.

First month charges are required before the middle of the month, waived after the 15th of the month.

MONTHLY DUES:

There is a standard monthly service charge of \$5 per month for all members to belong to the cooperative regardless of usage. Members using bandwidth will pay a \$45 service fee for up to

4M, \$65 service fee for 6M, or \$75 service fee for 8M.

Reminders are sent out on the 1st of the month as that is the due date. There is a 21 day grace period.

Overdue notice sent on 14th of the month.

Shut off notice sent on the 18th of the month.

Final notice sent on the 20th. Circumstances considered.

Shut off due to non-payment on 21st.

\$20 reconnect charge for shut off due to late payment.

Repeated shut-offs will result in 6 month prepay situation.

NSF check charge \$20.

Use of Bittorrent or peer to peer will result in immediate shut-off. (reconnect fee waived for first offense)

VACATION:

To qualify for vacation status, the member must inform Arivaca Community Internet of that intention prior to the next billing cycle. (the 1st of the month)

In order to cover operating costs, a \$5 per month membership fee will be accessed for the months the member is on vacation.

These dues can be paid when the member returns and is reactivated.

Members on the dual antenna plan will still only pay \$5 per month as long as both antennas are on vacation.

CHANGES:

Members are responsible for informing Arivaca Community Internet if they change their email address and for allowing our mail into their new inbox. Simply, send us an email and it will add us to your address list.