

REGULATIONS, TERMS, CONDITIONS,
AND RATES APPLICABLE TO
INTRASTATE TELECOMMUNICATIONS SERVICES
FURNISHED BY

Netspeed LLC
d/b/a GoNetspeed

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Terms and Conditions

Definitions

Terms and Conditions

Credit, Collection and Dispute Resolution Procedures

1. Application for service, billing, payment, deposit, disconnection, dispute resolution and other credit and collection procedures are governed by D.P.U. 18448.
2. The Company does not charge a fee to establish service.
3. For billing purposes, service is established on the date the customer's PIC is switched to the Company's network.
4. The Company bills charges monthly in arrears. For billing purposes, a month consists of thirty (30) days.
5. The Company does not charge a fee to restore service that was disconnected for non-payment of bills, violation of the Terms and Conditions, or fraudulent use of the Company's services.
6. All state and local taxes (i.e. sales tax) are listed as separate line items and are not included in the rates quoted in the Rate Schedules.
7. All customer bills are due and payable when presented. The bill becomes past due no less than 30 days after postmarked. Once a bill is past due, the carrier may proceed with credit and collection activities and a late payment fee on the undisputed past due amount may be assessed.
8. Customer complaints are handled by a full service customer service department. Customers may call 1-866-746-3873 from 8:00 a.m. to 5:00 p.m., Monday through Friday, or submit a written complaint to:

Director of Customer Service
GoNetspeed
56 Campus Drive
New Gloucester, ME 04260

If the customer is not satisfied with the Company's response, the customer may contact the Consumer Assistance Division of the Massachusetts Department of Telecommunications and Cable, 1000 Washington Street, Suite 820, Boston, MA 02118-6500. Telephone: 1-800-392-6066.

Terms and Conditions

Interruption of Service

1. The Company will attempt to provide continuous and uninterrupted service. When the Company schedules a service interruption for maintenance or repairs, the Company will notify customers of the cause and expected duration of the interruption at least 24 hours in advance, when possible.
2. Upon customer request, the Company will credit a customer's account for service interruptions which are not due to the Company's testing or adjusting, negligence of the customer, or to the failure of channels or equipment provided by the customer. Before requesting a credit, the customer will take reasonable steps to verify that the trouble could not have been prevented by the customer and is not in the customer's wiring or equipment. For purposes of computing a credit for leased facilities, a month consists of 720 hours. The Company will credit the customer's account at the rate of 1/720th of the monthly charge for the facilities affected for each full hour of interruption.

