

## **Veloxinet Billing Policy**

### Late Payment

There will be a 15% APR late fee assessed monthly for any account that is more than 25 days past due. Failure to pay service fees on time may result in disconnection of services.

### Putting Account on Hold

If you need to put your account on hold for any length of time, you must contact a Veloxinet office in advance to make arrangements. If you fail to notify Veloxinet, your service will continue to be provided, and normal charges will apply. Failure to use services made available by Veloxinet does not constitute a valid account hold.

### Returned Checks

All returned checks are subject to a \$20 returned check fee.

### Invoices Sent by E-Mail

All Internet service invoices will be sent via email unless otherwise specified. Internet service invoices are sent out in advance on the 20th of each month. Payments are due on the 1st of each month. Veloxinet provides a 25-day grace period before services are automatically suspended by our accounting system.

### Canceling Services

To cancel your account, you must notify Veloxinet in the following manner and with the following information:

- By telephone at (217) 793-6386. You must provide your name, username, e-mail address and phone number on the account for verification purposes in order for the cancellation to be valid; or,
- In writing by a) postal mail to Veloxinet, 427 East Monroe Street, STE 100, Springfield, IL, 62701, or b) electronic mail to [billing@veloxinet.com](mailto:billing@veloxinet.com). You must provide your name, username, e-mail address and phone number on the account for verification purposes in order for the cancellation to be valid. In the event of cancellation in writing, you may be contacted by a Veloxinet representative to confirm your account information and cancellation details.

*Failure to use services made available by Veloxinet does not constitute a valid cancellation. Charges will continue to accrue on your account regardless of use until you notify Veloxinet that you wish to discontinue services.*

### Refunds

Veloxinet does not refund pro-rated intra-period charges upon cancellation and does not provide any refund for pre-paid services purchased under this agreement. In the event of cancellation, all applicable services provided by Veloxinet will terminate on the effective cancellation date and Veloxinet shall have no further obligation to provide services of any kind after that date.