

## **ENDEAVOR COMMUNICATIONS BILLING POLICY**

Bills are mailed on the 1st of the month. Current charges are due upon receipt. Charges are delinquent after the due date of the 24th of the month and a \$5 penalty applies. If payment is not received on or before the second Wednesday of the following month, disruption of service may occur and a reconnection fee will apply.

If you prefer, you can pay your bill online at [weendeavor.smarthub.coop](https://weendeavor.smarthub.coop). You can also pay your bill by credit card by calling the automated payment system at 1-855-941-3554. When calling the automated system, you must provide your account number and pin.

### **Refunds & Disputed Invoice Charges**

Endeavor Communications does not provide refunds for services utilized. However, if Customer disputes a charge in good faith, Customer may withhold payment of that charge if Customer makes a timely payment of all undisputed charges and provides Endeavor with a written explanation of reasons for the Customer's dispute of the charge. Customer must cooperate with Endeavor to promptly resolve any disputed charge. If Endeavor determines that the disputed charges are valid, Endeavor will notify Customer and the amount in question shall be due and payable immediately. For questions or concerns regarding refunds or disputes, please contact Customer Service at 1-800-922-6677 or send an email to [customer.service@weendeavor.com](mailto:customer.service@weendeavor.com).

### **FEES**

#### **Reconnect Fee\***

To re-establish service more than thirty (30) days and after disconnection, a new installation charge will apply.

Thirty (30) days after disconnection, the following charges will be added to a customer's past due balance for equipment that has not been returned to Endeavor: \$250 for an indoor ONT, \$100 for Wi-Fi extender, \$100 for MFax, \$25.00 for each power supply cord.

You can also reconnect your service 24/7 using our SmartHub App at <https://weendeavor.smarthub.coop>

#### **Disconnected Customer Equipment Charges\***

To re-establish service more than thirty (30) days after disconnection, a new installation charge will apply.

### **EQUIPMENT RETURN**

Customers have 120 days from the disconnection of service date to return any equipment.

If the equipment is returned before the 120-day deadline, the customer's past due balance will be reduced by the corresponding amounts listed above.

## **COLLECTION**

Approximately 120 days after a permanent disconnection of service, an account with a past due balance will be sent to a collection agency.

When an account enters the collection process, all equipment becomes the property of the customer. Endeavor will not accept the return of any equipment past this date nor will it utilize this equipment for future services.

If you wish to contact us at any time, please call Endeavor Communications at **765.795.4261** during business hours, write to us at **Endeavor Communications, PO Box 237, Cloverdale, IN 46120**, or email us at **customer.service@weendeavor.com**. This policy concurs with the Rules, Regulations, and Standards of Service for Telephone Utilities of Indiana.

*\*Subject to change based on credit history.*