



Online Bill Pay Terms and Conditions

Hi. Paying your bill online is simple and secure. The following information provides the terms and conditions you agree to by using this convenient service.

Email Communications:

ZiPLY Fiber's Online Bill Pay uses email as the primary way to communicate with you, our customer. As a customer, you will be notified when your statements are available online or if a payment you made cannot be processed.

You also have the ability to select if you would like to receive an email payment confirmation or when your recurring payment method is about to expire.

You are responsible for ensuring that your current email is part of your Online Bill Pay profile.

Timing:

Your payment must be processed by the due date printed on your bill. Since it can take up to 3 days for the banks to reconcile your payment, you should trigger your online payment at least 3 days before your due date.

If you need to make an immediate payment (within 3 days of the due date) please contact our customer care team at 866-699-4759 (866-MYZIPLY) to avoid any interruptions to your service or to have your service reconnected. A convenience fee may apply.

Do not use ZiPLY Fiber's Online Bill Pay for past due accounts.

Late Fees:

If your payment is not processed by the due date, applicable late fees may apply.

Scheduled Payments:

This service allows you the ability to schedule your payments for specific dates that are convenient for you. Your scheduled payments can be changed or cancelled by you at any time prior to being sent to your bank for processing. As such, ZiPLY Fiber will not accept "scheduled payments" on this system as proof of payment. When a payment has completed processing it will be marked as "PAID" on the history screen.

Consumer Rights Message:

As a customer you are responsible for all legitimate charges on your bill. Non-payment of service charges can result in the disconnection of your service and/or collection actions that could affect your public credit ratings.

If you have any questions about your charges, you can contact us either by chat at www.ziplyfiber.com or by phone at 866-699-4759.

Suspension or Unavailability of Online Bill Pay:

Ziply Fiber reserves the right to cancel your access to the Online Bill Pay service if there is reason to believe that the account is being unlawfully accessed or payments are being processed using fraudulent information.

Ziply Fiber reserves the right to modify or remove the Online Bill Pay service and is not responsible for any hardship you may experience by the service being unavailable.