

Residential Customers Payment Terms

Upon making a payment through the Portal, you warrant that you are the account holder listed on the page or an authorized agent thereof and authorize MetroNet to deduct from the account listed on the page, by electronic or other commercially acceptable method, for the purpose of making a ONE-TIME payment towards your MetroNet bill, in the amount designated. This authorization will remain in effect unless and until the deduction is accepted and posted by the company issuing the account or an authorization is declined. You also acknowledge that this agreement does not relieve you of your obligation to pay for MetroNet services if any charge submitted by MetroNet for your usage is dishonored, charged-back, or otherwise refused for any reason.

Autopay Terms

By enabling automatic payments, you warrant that you are the account holder listed on the page or an authorized agent thereof and authorize MetroNet to deduct from the account listed on the page, by electronic or other commercially acceptable method, for the purpose of maintaining a "current" account status with MetroNet on a MONTHLY basis. Maintaining a "current" balance requires that the full amount due on your monthly bill be deducted from your account. This amount may vary. If you prefer to not have variable amounts automatically deducted from your account each month, we suggest that you do not enable automatic payments.

Refund Policy

There are no refunds for services rendered. If customer ("you" or "your") voluntarily terminates your agreement with MetroNet ("us"), and you have paid us in advance for services not yet rendered by us, then, after receiving a final invoice from us, you may request a refund equal to the credits listed on your final invoice. All such refunds are subject to the following conditions: Your account must be current. All equipment provided to you by us must be returned to us in proper working condition. All requests for a refund must be made within sixty (60) days of the date you receive a final invoice from us. All requests for a refund must be made to our customer service department at 1-877-407-3224 .

Rejected Payments

If your payment fails to process or is returned for insufficient funds, your services will be suspended and a \$25 Insufficient Funds Fee will be added to your balance.