



LOGIX Fiber Networks sends out monthly invoices. Based upon your service start date, you will be assigned one of three bill cycles:

- 14th of the month
- 21st of the month
- 30th of the month

Each month you will receive an email link to your online invoice on the LOGIX Fiber Networks billing portal. On the portal you may view your invoice, pay your bill, and review calls and usage.

If you have questions about your invoice or wish to pay over the phone, you can contact our Customer Care team:

The Customer Care Team can be reached at: 1-800-444-0258.

LOGIX Billing Portal: <https://customercare.mylogix.com/>

User Guide for LOGIX Billing Portal:

<https://indd.adobe.com/view/ae6ec956-6720-4858-9599-1df0145e38f0>

Billing support tickets can also be created here: <https://logix.com/billing-support/>

WHEN DOES BILLING COMMENCE?

This document outlines when and under what circumstances LOGIX Fiber Networks initiates billing for service. In combination with this policy, please review our Site Preparation Guide, which will help you prepare for service installation.

Essential terms:

- ✓ **LOGIX Committed Due Date:** The date LOGIX Fiber Networks commits to install service for you
- ✓ **Service Delivery Date:** The date that service is installed and functioning properly
- ✓ **Billing Effective Date:** The date service is contractually initiated; billing starts, and service term begins

Scheduled Activation

Billing starts when the service is installed, functioning properly, and a successful activation call with the Customer has been completed. If LOGIX Fiber Networks cannot complete installation ***due to Customer delay or inaction***, billing will commence and accrued charges will appear on your first invoice.

Early Service Acceptance

If LOGIX Fiber Networks service is ready prior to the LOGIX Committed Due Date and you agree to accept service early, then the Bill Effective Date will be set as the date the Customer accepted service.

Service Installation Failures

Upon completion of installation, service is deemed accepted and any reported service repair issues will be treated as post-installation service issues. LOGIX Fiber Networks will correct any service installation deficiencies as quickly as possible.

The information provided in this document represents LOGIX Fiber Networks' standard policies which apply unless otherwise stated in your contract terms and conditions.