

Digital TV Subscriber Notification

Kansas and Missouri Installation and Service Customers Only

Everfast Fiber Networks LLC (Everfast) may require payment in advance as a condition of installation, based upon a customer's credit rating with an independent agency. The advance payment will be applied toward services as reflected on the customer's first bill.

Everfast performs standard installations, located up to 125 feet from the existing distribution system, within a maximum of seven business days of an order being placed. Sundays and holidays are not business days.

Installation and service-call appointments are scheduled within a four-hour time block during business hours, Monday through Saturday. An adult must be present during all in-home visits to provide access, verify that the service is working properly and to sign the installation service agreements.

Everfast will not cancel an appointment with you after 7 p.m. on the day before the scheduled appointment without your permission. If our representative will be late for an appointment, every effort will be made to notify you. The appointment will be rescheduled at your next earliest convenience.

Everfast will strictly abide by the Letter of Agency processes to change a subscriber's preferred telecommunications carrier, ensuring we have the proper consent and customer knowledge. To do this, Everfast will obtain the subscriber's written authorization with the date and the telephone line(s) to be changed.

The Everfast systems are monitored 24 hours a day, seven days a week by our operations staff. Excluding conditions beyond our control, Everfast will work on loss-of-service reports within 24 hours of receiving notice. Other types of service problems will also be addressed within 24 hours of receiving notice but may be forced to wait until the next business day depending upon available resources.

How to Use the Service

Television – Everfast offers digital TV boxes for lease. Each box comes with one remote control device. The Everfast digital TV box can be moved to different locations with power and internet connections.

Everfast's digital TV box allows you access to the subscription package you have selected without the need to login with a username and password. To maintain our superior picture quality, it is important to place the digital TV box in an area with a strong Wi-Fi signal.

Everfast TV requires access to the Internet via an Everfast IP. Everfast TV may also be accessed on compatible third-party devices such as smart TVs with the appropriate login credentials.

Some stereo programs are available in Spanish.

Phone – A complete telephone guide to additional calling features will be provided at the time of installation. A user guide to Everfast electronic voice mail will also be provided.

Internet –The Everfast help desk is available to answer customers' questions concerning their Internet service. To reach this help desk, customers should call (913) 825-3000.

Equipment Compatibility

The recommended remote control device is the one that is included with the Everfast digital TV box.

We are committed to helping you maximize your voice, video, and data experience. Please don't hesitate to contact us if you are experiencing equipment compatibility problems, as we'd like to work with you to provide the best solution possible.

Billing and Complaint Procedures

We bill for services one month in advance. Everfast strongly encourages all customers to sign up for paperless billing and automatic payments. Customers may still receive paper bills in the mail and make payments manually, if they choose, but Everfast reserves the right to charge additional fees in such cases. All bills are fully itemized and rendered on a cyclical basis on or about the same day of each month. When service does not begin on the first day of the month, or end on the last day of the month, the charge for the fraction of the month in which service was furnished will be calculated on a pro rata basis. For billing that is based upon customer usage, usage charges will be billed monthly for the preceding billing period.

Customers are expected to pay amounts due no later than the date indicated on the bill. Charges not paid on or before the due date will be subject to a late payment penalty.

If you have questions regarding your bill, questions about your service, or wish to make changes to your service, please call our Customer Care department at (913) 825-3000, 8 a.m. to 10 p.m. Monday through Friday and 9 a.m. to 8 p.m. Saturday. We are closed on Sunday. For service outages, we are available after regular hours, 24 hours a day, 7 days a week. We strive for prompt resolution of all inquiries.

Your basic phone service can't be disconnected for failure to pay unregulated telephone charges that you are disputing if you notify us about the problem immediately and pay the part of the total bill not in dispute. Optional telephone features and other services such as video services and high-speed Internet can be suspended until the charges are settled. Customers with past-due balances who fail to try to pay may be disconnected. Customers will be given at least 7 days' notice prior to disconnection. Once disconnected, Customers may then be subject to paying the full amount of late charges plus a reconnection fee. For these reasons, we urge you to call us as soon as possible if you will not be able to pay the bill on time.

Billing disputes resolved in your favor will be credited back to your account.

Customers can register complaints concerning phone services with the Federal Communications Commission (FCC). Consumers can also directly contact their state's Public Service Commission to register an informal complaint, as the Public Service Commission regulates telephone services. Contact information for the Missouri and Kansas Commissions are as follows:

Missouri Public Service Commission
P.O. Box 360
Jefferson City, MO 65102-0360
Telephone: (800) 392-4211

Kansas Corporation Commission
1500 SW Arrowhead Road
Topeka, KS 66604-4027

Telephone: (785) 271-3100

Following is a brief explanation of some taxes and surcharges that may appear on customer bills:

- **End User Common Line Charge:** The FCC allows a local phone company to charge to recover a portion of the costs of completing long-distance calls on its local network. These charges apply to each access line to which a unique telephone number is assigned. The FCC caps the charge that phone providers can charge.
- **Universal Service Fees:** These fees are charged by most local and long-distance providers as part of a federal program to subsidize local telephone service for low-income consumers or those who live in areas where the cost of providing telecommunications service is exceptionally high. These fees also help cover discounted communications services for schools, libraries and rural health-care facilities.
- **Kansas Universal Service Fund:** These fees are collected to help cover Lifeline, Kansas Relay Services, Telecommunications Access Program and to support network enhancements and upgrades to phone services in rural areas.
- **Local Number Portability:** This fee allows the phone company to recover the cost of making changes to the equipment and software to provide consumers with the option of keeping their phone number even though they change carriers.
- **Excise and Sales Tax:** The federal government charges an excise tax on telephone service, and you are also charged state, city and local county sales taxes on phone service.
- **911 Surcharge:** A fee is collected on behalf of local governments to cover the cost of providing 911 emergency services.
- **Telecommunications Relay Service Fee:** Relay fees are collected from all customers to help cover the cost of providing a translator service for hearing-impaired callers making calls between a special type of text telephone and traditional voice telephones.
- **City Franchise Fees:** These fees are collected to offset the cost of regulating the public rights-of-way used for telecommunications services.