

### **Multiple Cycle Billing**

All service charges are billed based upon the initial installation date. Payment is due by the due date and is subject to a past due charge after this date. If there are questions regarding your bill, please contact our office immediately for corrective action to ensure your bill does not become past due.

### **Billing Fees**

An account not paid in full by the next billing cycle may be charged an administrative fee which will be added to the billed account to offset collection expenses. Billing Services Fees are applicable for accounts not enrolled in Auto Bill Pay and/or Paperless Billing. A monthly fee will be applicable for multiple billing statements.

### **Service and Rate Changes**

Cablelynx reserves the right to change equipment, prices and/or fees. We also reserve the right to rearrange, delete, add to or change the services provided. In accordance with federal and local regulations, we will notify you in advance of changes in rates and/or services and inform you of the effective date of those changes.

### **Request for Credit**

A credit adjustment will be issued no later than your next billing cycle following the determination that a credit is warranted. Any request for credit should be accompanied by a written explanation of the reason for the credit and mailed to Cable TV Feedback, P.O. Box 384, Bryant, AR 72089. A request for credit by phone will not preserve your rights. A pro-rated credit for interruptions caused by a failure of the cable system lasting more than (4) hours will be granted provided timely notice of the interruption was provided and the credit was requested. A review of the detailed monthly charges immediately upon receipt of bill statement is recommended. Any credit request for services not received past 60 days of service billed will not be granted.

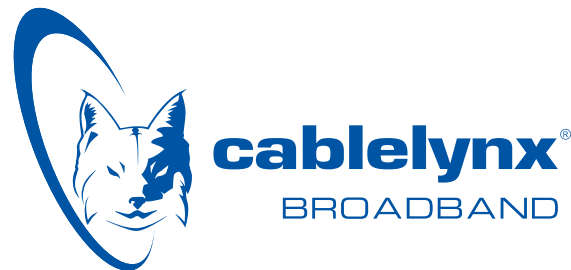
### **Online Account Access**

Visit [cablelynx.com](http://cablelynx.com) and click on Access My Account. You can enroll in Paperless Billing, Auto Pay, review all billing statements, check data usage and use the Find My Tech feature if you are expecting us at your home. You will also receive critical updates about your account via e-mail.

Please visit [www.yourcableinfo.com](http://www.yourcableinfo.com) for important information concerning your local network, including complete descriptions of all the products and services available in your area. Other information available online includes channel lineup, Acceptable Use Policy, Excessive Use Policy, Installation and service maintenance policies, instructions for company-provided equipment and contact information for Franchise Authority.

**Technical Support:** 1-877-733-0545  
24 hours a day, 7 days a week

**Customer Service:** 1-800-903-0508  
Monday-Friday from 7:30am to 8:00pm  
Saturday from 9:00am to 6:00pm



*The* (not so)  
*fine print...*  
Because secrets don't make friends

*We wanted to make this fun to read...  
but our lawyers said we can't.*

## Services

### Residential Broadband

	<i>Monthly Retail Rate</i>
<b>Turbo</b> Up to 300 Mbps / 20 Mbps   1.5 TB Usage.....	\$69.95
<b>Extreme</b> Up to 500 Mbps / 30 Mbps   2 TB Usage.....	\$79.95
<b>Gigabit</b> Up to 1000 Mbps / 50 Mbps   3TB Usage.....	\$89.95

### Digital Cable

Standard Cable.....	\$162.90
Digital Val-U-Pak.....	\$24.95

### Digital Cable Equipment

HD Digital Box.....	\$5.95
Digital Video Recorder (DVR).....	\$14.95
Cable Card.....	\$1.95

### Phone

Local Service.....	\$19.95
Voicemail.....	\$3.95
Domestic Long Distance.....	\$6.95

✳ All prices listed above are the monthly service fee.

*Are you asleep yet? Just imagine how much fun you'll have once you're online.*

## Installation and Equipment

### Broadband Equipment

#### *Monthly Rental Rate*

3.1 Desktop Modem.....	\$10.95
3.1 Wireless Modem.....	\$14.50
Desktop eMTA Modem.....	\$12.95
Wireless eMTA Modem.....	\$15.95
Cablelynx CommandIQ Managed WiFi starting at.....	\$10.95

✳ Other rental broadband equipment available for accounts with special circumstances. Ask a Customer Experience Agent for more information.

### One Time Charges

Broadband Installation (1 outlet).....	\$79.95
Broadband Activation Fee.....	\$29.95
Reconnect Broadband Service (>10 days since disconnect)....	\$79.95
Additional Data Outlet.....	\$89.95
Transfer Broadband Service.....	\$79.95
On-premise Tech Assist.....	\$49.95
Home Networking Fee starts at.....	\$19.95
Cable TV Installation (1 outlet).....	\$79.95
Additional Cable Outlet Installation (per outlet).....	\$45.95
Reconnect Cable TV (>10 days since disconnect).....	\$79.95
Transfer Cable TV Service.....	\$79.95
Phone Installation (1 outlet).....	\$79.95
Additional Phone Outlets (per outlet).....	\$45.95
Reconnect Phone Service (>10 days since disconnect).....	\$79.95
Change Telephone Number (per number).....	\$15.00
Wallfish (per outlet).....	\$59.95
Drop Bury starts at.....	\$50.00

### Billing Fees

Change of Service.....	\$4.95
Returned Check.....	\$30.00
Promise to Pay.....	\$4.95
Late Fee.....	\$15.00
Suspend/Restore (each occurrence).....	\$15.00
Convenience Fee.....	\$3.95
Billing Service Fee.....	\$4.25
Data Overage Charge (max. 5 per calendar month).....	\$15.00

\*All prices are as of 9/1/2025