

PAYMENT & SERVICE POLICY

We know how important a reliable connection is to your daily life, and we are here to keep your service running smoothly. Below is our payment and service policy, effective Sept. 1, 2026. Please be aware of your payment due date and take advantage of money-saving options such as utilizing auto pay and paperless billing.



BILLING & DUE DATES

Monthly Bills: Statements are mailed on the 1st of each month (or the Friday before if the 1st falls on a weekend). If you use paperless billing, your statement will arrive in your e-mail inbox as soon as it processes.

Due Date: Payments are due by the 10th of each month. If the 10th lands on a weekend, your payment is due the following business day.



PAYMENT REMINDERS & ARRANGEMENTS

Reminders: To save paper and keep things simple, if we haven't received your payment by the 10th, a reminder note will be included directly with your next monthly statement rather than sent as a separate letter.

Arrangements: If you receive a reminder notice, please make your payment or reach out to us by the 7th of the month to set up a payment arrangement. While we cannot allow customers to carry balances beyond 30 days past due, our team is always happy to work with you to find a solution.



DISCONNECTION & RECONNECTION

Service Disconnection: If a balance or payment arrangement is not resolved by the 7th of the next month, service will be paused on the 8th (or the next business day if the 8th falls on a weekend). A standard \$25 service disconnect fee will be added to your next bill.

Restoring Service: To re-activate disconnected services, simply pay the total balance due.



SIMPLIFY YOUR BILL WITH AUTO PAY

Never worry about missing a due date again! We offer automatic bank payments (ACH Auto Pay), or one-time ACH Bank Draft (a one-time payment from your bank account).

To sign up for Auto Pay, enroll online: Log into your SmartHub account, or set up your account for the first time at <https://lynxxnet.smarthub.coop/ui/#/login>. When you pair auto pay with paperless billing, we discount your bill \$5 each month.

Got questions? Call our office at 608-427-6515 and a team member will be happy to assist you.