

Netection
10 W Ohio
Butler, Missouri 64730
(660) 679-3971 (660) 679-3073 fax

August 26, 2008

Netection customers

RE: Netection late payments

To begin with we would like to thank our customers for their continued support of our internet service. However, we have had some problems with late payments and are instituting new policies regarding late payments.

Monthly customers: Payments are due on the 1st of the month. There is a grace period until the 7th at which time your service can be turned off for non-payment. Beginning in September, if your service is turned off for non-payment, you will be required to pay the current month's balance plus the next month in order to turn your service back on. Additionally, persistent non-payment will require you to agree to sign up for automatic billing, or sign up for quarterly, six months, or yearly payments. Statements are mailed out to customers who sign up for the extended service which should help remind customers when their account is due. If we turn off your service more than twice a year for non-payment we will be forced to institute the persistent non-payment policy for your account.

Extended service customers: We will leave your service on for one month after sending the statement. If you have not paid in that time, we will then turn your service off. At that time, you have the option of paying the extended service amount, or at the minimum, 3 months of service; the past month of service, the current month of service, and the next month of service.

Automatic payment customers: Please check your credit and debit card expiration dates to see when the card you are using to pay Netection expires. If the card is expired, payment will not go through and the service will be turned off. We do not have the ability to manually run your payment through Netection, so if your payment does not go through with the batch, we have to manually run it through the Robertson's credit card machine and transfer the funds over. We ask that you let us know the updated information on expiring cards as early as possible so there is no interruption to your service. If we have to manually run the card through the Robertson's side, there will be a service charge of 2% to pay the fees incurred by the manual transaction.

We are sorry we have had to take these measures, but there are fees we have to pay each month for your access to the internet, regardless of whether you pay your bill or not. Additionally, if you decide to cancel your service, please let us know as soon as possible, so we can delete your account and not continue to pay the fees for your account.

If you have any questions regarding these new policies, please call us at (660) 679-5280.

Thank you,

Kent Long