



PC-COASTS Billing Policy

Billing Notification

PC-COASTS uses an e-mail billing system. You must provide a valid email address to receive all billing related documents. PC-COASTS reserves the right to enforce its billing policies regardless of your acknowledgement of receipt of any documents sent to the email address provided. If you choose to have your invoices and statements sent via snail mail, an additional \$2.00 monthly processing fee will apply. For all PC-COASTS service pricing please refer to the pricing list located at http://www.pc-coasts.net/legal/pcc_pricing.pdf.

Updating Your Account Information

You must inform PC-COASTS of any changes to your customer information in writing by email to support@pc-coasts.net OR by snail mail to PC-COASTS, LLC, PO Box 31001, Flagstaff, Arizona 86003-1001. This includes addresses, phone numbers, contact names, and most importantly your email address. All notices from PC-COASTS are sent via email. It is essential that you periodically review and update your account information. Disruptions in service could occur if your account information is not kept current.

Collection Procedures

If your account becomes overdue after the due date you will receive a reminder via email that we have not received your payment. If payment is not received within 3 days of the due date you will experience an interruption in service (FTP and other services). Your account will then be turned over to our collection department and a reinstatement fee of \$25 will be assessed to your account. If you experience an interruption in service due to nonpayment, you may contact collections at: support@pc-coasts.net or submit a request using the online comment form located at: <http://pc-coasts.net/contact.htm>.

If you fail to pay for services rendered, when your account becomes more than 60 days past due, we will remove your data from our servers and your delinquency will be reported to the credit bureau. If we pursue any legal remedy and obtain judgment against you, we will enforce that judgment. If you pay and we receive notice of returned payment for any reason to include insufficient funds and/or fraud, we will charge you any associated collection costs to include attorney and collection fees. Please note that there will be a \$200.00 processing fee charged along with the balance due on all accounts that were processed through the credit bureau.

If You Pay by Credit Card

PC-COASTS only accepts Credit Card payment via PayPal® secure online payment. A link to the PayPal® secure online payment form will be provided in each email billing notice. If you pay by credit card, your credit card will be charged upon initiation of the PayPal® secure online payment and your new services will begin when PC-COASTS receives notice from PayPal® that your authorized payment has been received. If your credit card is declined, your service will be suspended. PC-COASTS will attempt to provide an email notice that your credit card has been declined, however if your account is deactivated for a balance due, you will be subject to a \$25 reactivation fee. You must contact PC-COASTS at support@pc-coasts.net or submit a request using the online comment form located at: <http://pc-coasts.net/contact.htm> and submit a **reactivation request** in writing with your payment to re-establish your service.



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If you initiate a chargeback through your credit card company for any reason, PC-COASTS may at its own discretion immediately suspend your service. To re-establish your service, PC-COASTS may require you to provide a secure form of payment, which, at PC-COASTS's own discretion, may include a signed and notarized statement that you authorize PC-COASTS, LLC to charge your credit card for the appropriate amount. This amount will include a \$25 reactivation fee. PC-COASTS may at its own discretion, require certified funds for reactivation of the account.

If You Pay by Personal or Company Check

If you pay by personal or company check, you will be invoiced at the time of setup for new services, however these services will not be provisioned until we receive your payment. For the monthly recurring amount due for existing services on your account, you will be invoiced on or about the fifteenth day of every month. Your payment is considered late after 3 days past the payment due date and your service will be suspended. Please ensure that we have your most recent contact information at all times. PC-COASTS will attempt to provide an email notice that your account is past due, however if your account is suspended for a balance due, you will be subject to a \$25 reactivation fee. You must contact PC-COASTS at support@pc-coasts.net or submit a request using the online comment form located at: <http://pc-coasts.net/contact.htm> and submit a **reactivation request** and possibly a secure form of payment to reestablish your service.

Please mail payments to:
PC-COASTS, LLC
PO Box 31001
Flagstaff, AZ 86003-1001

Disk Usage

If you need more disk space than your service plan allows for, PC-COASTS will provide additional space in increments of 5MB at the rate of \$2.00 (two dollars) per Megabyte per Month.

When you are within 80% of the maximum utilization of the disk space allotted in your hosting solution, PC-COASTS will notify you at the email address that is listed in the server information section of your control panel. If you do not provide an e-mail there, you run the risk of not receiving this important information. Irrespective whether or not you receive the 80% disk usage notification, you are still responsible for the disk space your account utilizes. Therefore, it is recommended that you check your disk usage each day.

If you exceed your disk space limit, you may be required to buy additional space in order to restore all services or remove data to bring your disk space utilization under the allowable limit. Also, you will be subject to disk space overage charges.



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Billing Cycle

PC-COASTS offers a monthly billing cycle to all customers for most plans. Whether your billing cycle is monthly, quarterly, semi-annually, or annually your bill will recur on the 1st day of the month. For most plans, new services ordered will be pro-rated the first month. PC-COASTS does not pro-rate all plans, If you have billing questions, please send an email request to support@pc-coasts.net OR submit a request to us using the online comment form located at the URL: <http://pc-coasts.net/contact.htm>. If you must speak with a representative, please call support@pc-coasts.net or submit a request using the online comment form located at: <http://pc-coasts.net/contact.htm>, Monday through Friday, 7:00AM to 7:00PM ARIZONA TIME. Please understand, however, that an email inquiry will receive a more timely response.

Data Transfer

PC-COASTS charges \$1.00 per MB should you exceed your allotted monthly data transfer. PC-COASTS offers dedicated bandwidth packages for customers who require greater amounts of bandwidth. Only a handful of customers exceed PC-COASTS's generous data transfer allocations.

Support Policy

Many of PC-COASTS's products and services come with free technical support. There are some, specifically with self managed services, that do not include free technical support. If at any time, you request support for a self managed service outside of network inquiries, billing questions, or server setup, PC-COASTS will charge the applicable fees for that support. PC-COASTS may immediately charge these fees without prior notice to any customer that violates the support policy rules.

In the event of any dispute regarding these rules, PC-COASTS may determine violations of these rules in its sole discretion.

Late and/or Returned Check Fees

Late charges will be assessed at each recurring invoicing cycle based upon the greatest of \$25.00 or 1.5 percent of the outstanding balance for non-payment or where payments are received after the payment due date. Any Company or Personal check returned for insufficient funds will assess a \$40 returned check fee and may also incur late charges.

In the event that your account is deactivated due to nonpayment, please contact Customer Service at support@pc-coasts.net or submit a request using the online comment form located at: <http://pc-coasts.net/contact.htm>, Monday through Friday, 7:00AM to 7:00PM ARIZONA TIME. Your payment must include the balance due and any applicable late fees or reactivation fees for your account(s) to be reactivated.



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Canceling Your Account

In the event that you are not satisfied with the service and you wish to cancel your entire account with PC-COASTS, LLC please contact Customer Service at support@pc-coasts.net or submit a request using the online comment form located at: <http://pc-coasts.net/contact.htm>. A representative will be happy to present your options and assist you with your request. Your plan will remain active until the 27th day of the month in which you have requested closure. Cancellation requests received after the 27th of the current month will be processed on the 27th of the following month and will incur final billing through the end of the month.

If you wish to cancel a specific service provided in your account please contact Customer Service by writing an email request to support@pc-coasts.net or submit a request using the online comment form located at: <http://pc-coasts.net/contact.htm>. A representative will be happy to present your options and assist you with your request.

Thank you for choosing PC-COASTS® confident service.

Customer Service Department
PC-COASTS, LLC