HOW ECFIBER BILLING WORKS - IMPORTANT

By default, ECFiber customers receive their monthly invoice via an email. This email is sent on the first of the month to the email address(es) you provided during the subscription process. This email is accompanied by a brief newsletter, and includes an attached Portable Document Format (PDF) of the itemized invoice as well as a link to ECFiber's online billing portal should one wish to pay their bill online or review past invoices. You can access the billing portal by using the login credentials from the packet left by the installer. http://billing.ecfiber.net

If you do not have the packet or if your installation was done remotely – perhaps you moved in to a place with ECFiber already – you can call the office (802-763-2262) and a staff member will be able to assist you.

With the email default, customers can decide whether to pay online or mail a paper check. Some choose to use their own banks' online bill paying service. In this case, most banks cut a paper check on the customer's behalf and mail that to the ECFiber office for processing.

The challenge associated with email is that a few email providers treat our emails as spam, and customers may not notice them as they are filed in their spam folder. In some cases, with large email providers, the alleged spam is filtered server-side meaning the customer never sees it and can't take action to allow the email to get through to them.

The best way to ensure you get the emails on the 1st of each month is to use your email software to "whitelist" anything from @ecfiber.net and/or to add ECFiber-support@ecfiber.net to your contacts. This helps the software determine whether it is spam or not. For more information on this, please see: http://www.ecfiber.net/contact/#bc56c55276cae12ca

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OTHER INVOICING OPTIONS

AUTOMATIC PAYMENTS -- Customers can provide ECFiber with their checking or savings account number and their bank's routing number. On the 15th of each month, the balance on the account will be drafted. No paper is created, and ECFiber staff will spend less time manually processing payments. This service is provided for free, and it is the preferred method of payment. If you are interested in using this service, please complete the authorization form included in this packet.

The automatic payments can also be drawn against a credit or debit card in the same way as above; HOWEVER, due to the costs associated with this method, ECFiber charges a $4 service fee for each transaction.

PAPER -- ECFiber can provide customers with a monthly paper invoice. This service costs $1/month in order to cover the postage and handling. ECFiber does not process paper invoices in-house due to the demands on staff time.

Whichever method you choose, we appreciate your business, and thank you for supporting your local not-for-profit Internet provider.

If you have any questions, please feel free to call our office and one of our team members will be glad to assist you.