Subject: May, 2020 Invoice

Share your good fortune of having the fastest internet service in the state with your friends and neighbors. 1) Not only are we still offering a $50 referral credit to you and any new subscriber that you refer; and 2) Not only will we also buy out existing contracts with other providers up to $150, BUT 3) through April 30th, we are still also holding the ECFiber raffle! – for every 25 new subscribers anywhere in our service territory we will choose one lucky subscriber to get a free standard installation and one year of "Wicked Fast" internet at our "Basic" price!. This is an amazing $1200 savings over the full year of service for these lucky residential customers, and over $2000 savings for selected business customers! Anyone not selected from the first 25 new subscribers will be eligible for the next drawing at 50, etc., so the sooner they subscribe the more chances they have to win! As of this newsletter, we have already awarded this to 12 Subscribers since we started the raffle in February!

If you know of friends in the area that do not yet have our service, now is the time to have them call (802) 763-2262 or they can sign up at www.ecfiber.net.

NETWORK EXPANSION

As we continue to expand our network to all premises in a town, we will need to make changes from time to time to the existing infrastructure. These changes may create short outages for our existing customers. When possible, we are making these changes in the middle of the night for the least disruption. We will notify you in advance of this planned work if these changes will affect your service. We apologize for any disruption to you.

ONLINE BILLING PORTAL

The easiest way to monitor your billing account with ECFiber is to log in to our billing portal. On the portal one can view invoices, payments, and more. You can also make one-time payments using a checking/savings account or credit card or set up recurring payments.

Get your $35.00 Credit!!: Autopay through recurring payments from a checking or savings account lets you forget about when your payment is due and helps us save time, money and the environment, so if you're not already on the autopay plan, please consider it. We'll credit your account with a one-time $35.00 if you sign up for autopay!

To log in to your Billing Portal, refer to the password sheet from the folder your installer left at the time of your connection. If you do not have this information, please call the office at 802-763-2262.

Once you have your credentials:

1) Visit https://ecfiber.net/ and choose Billing Portal from the upper right corner of the website.
https://billing.ecfservices.net/projects/piwi/index.php?NEWSESSION

2) Enter your username and password.

3) On the main page you can see the most recent invoices as well as the most recent payment.

4) Use the navigation on the left to set up recurring payments, make one-time payments and more.

A Last "THANK YOU!"

We recognize that this is an extraordinarily difficult time for you and for us. Thank you for your patience and commitment to this service. Your Local ECFiber Team will continue to work hard in the upcoming months to bring you the best service possible. We are so appreciative that you are part of the ECFiber family! (Alex, Andy, Carole, Chris, Christine, Cody M., Cody G. Corey, Dannielle, Dawna, Dwayne, Eric, Gavin, Heather, Jai, Jess, Jonathan, John V, Ken, Levi, Logan, Megan, Stan and Wesley) "Community-Owned, Subscriber-Funded", Call or write if we can ever help with anything. 763-2262, www.ecfiber.net; support@ecfiber.net

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REQUIRED NOTICE TO CUSTOMERS PAYING BY CHECK

ECFiber is now using the latest in technology to scan and process your check.   This should result in fewer errors in cashing your checks. In some cases (depending on your bank) this may convert eligible paper checks to Automated Clearing House (ACH) debits. These electronic transactions process faster than traditional checks.   Be sure you have enough money in your account at the time you write your check. Speak with office management if you wish to opt out of this ACH conversion.