



Clear Creek Broadband, LLC

Terms and Conditions for Customer Credit Card and ACH payments

Last updated: July 8, 2021

The Online Payment Terms constitute a contract between you and Clear Creek Broadband, LLC (CCB). Please read them carefully. You may either accept or decline the Terms as indicated at the bottom of this page (and acknowledged in our payment processor portal), but to make payment using the Services you must accept the Terms by clicking "I Accept". All payments of CCB, LLC invoices using the online credit card facilities are subject to the following conditions. **CCB, LLC accepts the following cards:**

- American Express
- MasterCard
- Visa

You warrant that:

- You are 18 years of age or over.
- You have the appropriate authority to validly accept the Online Payment Terms and are able to and will meet your obligations in relation to these Terms.
- The credit card used in connection with the Services is issued in your name or you are authorized to use the credit card.
- You will pay the credit card issuer all charges incurred in the use of the Services.
- The information supplied by you is true and correct.

When you complete the online payment form, funds will be charged to your credit card in USD currency. All payments are credited to CCB, LLC. Due to the way transactions are processed by the external banking sites, there may be delays of 1-3 days in updating your payment in CCB, LLC's records. **Credit card payments are secure:**

- Payments will be processed directly by Vantage (Bill.com partner) in US dollar transactions using PCI DSS (Payment Card Industry Data Security Standard) security guidelines that ensure best practices in order to reduce credit card fraud and security

breaches. PCI is not optional. The PCI compliance program is being managed by ControlScan, an approved scanning vendor (ASV) by the PCI Council.

- Credit card numbers are protected with a high level of encryption when transmitted over the Internet.
- CCB, LLC does not store in any way your credit card details.

ACH payments:

All of the same terms and conditions apply to making ACH payments via our partners capability (Bill.com). CCB does not store your Bank Account information and will not use this data in any way other than to facilitate payments for services rendered.

Confirmation:

- If successful, you will receive a confirmation notice of your completed payment.
- If unsuccessful, you will be advised that your payment has failed. CCB, LLC will not be advised why a payment has failed; therefore, you should contact your credit card provider for details.
- If your payment fails, please use one of the other payment methods described on your invoice to pay your invoice. Please arrange an alternative payment method promptly to ensure continuous use of CCB, LLC services and Internet resources.
- CCB, LLC or its payment partners (Bill.com, Vantage, PayTrace will confirm your payment details via email.

By using CCB, LLC's online credit card facilities (via the Bill.com invoicing link), you accept and consent to your personal data being provided to the Service Provider for sole purpose of offering and administering the online payment. We respect the privacy of every individual who visits our site. The CCB, LLC invoicing and payment partner website (Bill.com) have security measures in place to protect the loss, misuse and alteration of the information under our control. CCB, LLC's Terms and Conditions for online credit card payments are subject to change at any time. Each transaction shall be subject to the specific Terms and Conditions that were in place at the time of the transaction. If you have any questions or concerns, please contact support by email at billing@clearcreekbroadband.com or telephone at (303) 801-2884.

Important security note: Never transmit credit card information by e-mail.