

Paperless Billing Terms and Conditions

These Hotwire Communications (“Hotwire”) electronic billing terms and conditions are in addition to your Service Agreement and any other terms and conditions for other services or equipment that you receive (collectively “Agreements”). To the extent there is a conflict between these terms and conditions and your Agreements, these terms will govern. By agreeing to the electronic billing terms, you will receive your bill or payment reminder (collectively “Bill”) electronically according to the following terms:

- 1. Electronic/Paperless Billing.** You will receive an electronic (paperless) bill unless you inform Hotwire you would like a paper bill. You will be able to change your bill delivery mechanism at the point of sale or by visiting the My Hotwire section of gethotwired.com and signing into the My Account tab. You can also contact customer service at 1-800-355-5668 to make the change. You can access your bill by following the instructions provided to you in your paperless billing email or text message notice.
- 2. Payment.** You must pay the amount due listed in your electronic bill by the due date in order to avoid service interruption and to remain eligible to receive your paperless bill.
- 3. Bill Notice and Information Accuracy.** Hotwire will use its best efforts to present all of your electronic bills promptly. In addition to notification on your online account page, Hotwire will send email notification to the email address registered with the account or to the Hotwire phone number listed in Hotwire’s records, if such person has provided express consent to receiving such notice by text message. It is your sole responsibility to ensure that your email or phone number is current and accurate, and that you provide express consent if you wish to receive notices about your account or services via text. You can update your contact information online or by calling customer service. If your selected bill delivery method fails, Hotwire reserves the right to send the bill via another available notice option; **printed bills will be charged \$1.00 per a month**. In the event you do not receive notification, it is your responsibility to visit the My Hotwire section of gethotwired.com, check your bill, review your current email and phone number information, and notify Hotwire if you did not receive your electronic bill notice. You agree to hold Hotwire harmless for any delay or failure to deliver or receive the electronic bill notice.
- 4. Printed Invoice Copies.** By agreeing to the electronic bill terms, you will no longer receive a paper bill from Hotwire. It may take up to two billing cycles for this update to reflect and you may still incur a fee for full detail invoices. You may print a paper copy of your electronic bill provided in the My Hotwire section of gethotwired.com or request that copies be mailed to you, which will require a reprint charge of \$1.00.
- 5. Invoice Notices.** Hotwire periodically includes notices in its monthly billing statements, including, but not limited to, notices that are required by law or a regulatory agency regarding changes in your service. You understand and agree that those notices will be available to you only online and can be found in your online bill under the section titled Important Account Information.
- 6. Discontinuing the Electronic/Paperless Billing Service.** You may request to receive a paper bill by contacting Hotwire customer service. A \$1.00/mo. per account fee will apply if you choose to receive a paper bill.
- 7. System Compatibility and Blocking.** The ability to receive electronic bills via e-mail delivery requires an active e-mail address, internet connection, and compatible computing systems. The ability to receive electronic bills via SMS text message requires an active Hotwire account and phone number, as well as an SMS capable device. To view your bill online, you will need to make sure you have compatible viewing software. If you are experiencing difficulty accessing your bill, please contact customer service. You should also ensure that Hotwire is included on any safe sender lists your email provider may have to ensure that email from Hotwire is not blocked.

8. Disputes. Any disputes regarding the accuracy or completeness of your electronic bill shall be subject to the dispute resolution terms and conditions in your Hotwire Service Agreement.

9. Changes to Agreement. Hotwire reserves the right to cancel or modify the paperless billing service at any time and to provide notice electronically or by other means. Hotwire also reserves the right to deny access to electronic billing at its sole discretion. You agree to accept legal and other notices electronically (such as notices about changes to your Hotwire Terms and Conditions, equipment, services, retail services, features, or equipment installment plan).

10. Exclusions of Warranties. The electronic/paperless billing service is provided “as is,” “with all faults,” and without warranties of title, merchantability, non-infringement, or fitness for a particular purpose, all of which are expressly disclaimed. You assume all responsibility and risk for use of the paperless billing service. Hotwire does not warrant that the paperless billing information, processes, or services will be uninterrupted, accurate, complete, useful, functional, or bug-or-error-free. If applicable state law does not permit the disclaimer of certain implied warranties, the relevant portions of the above exclusion may not apply.

11. Acknowledgments. By agreeing to electronic billing and accepting these terms, you acknowledge that you: (i) can access and read these terms, (ii) can access your electronic bill as described above; and (iii) consent to receiving your bill exclusively through electronic means.

12. Authority. By agreeing to electronic billing and accepting these terms, you agree and represent that you have the authority to accept and receive electronic billing (and, if applicable, discontinue receiving a paper bill) for this Hotwire account, including the authority to agree to the terms and conditions herein.