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## V 7      **Dispute Policy**

### Disputed Bills

In the event a Customer disputes the amount of a bill for NetFortris's service, NetFortris will, at the Customer's request, conduct an investigation and review of the disputed amount. However, the undisputed portion of the bill must be paid prior to the due date or the Customer's service may be subject to disconnection.

1. The Customer's service will not be discontinued for non-payment of a disputed amount when a qualified dispute has been properly filed with NetFortris. If before completion of the NetFortris's investigation, additional bills become due that the Customer wishes to dispute, the Customer must pay the undisputed portion of the bill and file a dispute with NetFortris for the additional amounts disputed by the Customer before they become past due. Failure to do so will warrant discontinuance of service.
2. Qualified disputes must be filed on a NetFortris Billing Dispute Form and contain all the information required by NetFortris for disputes, which can be found at [www.netfortris.com/legal](http://www.netfortris.com/legal) so that NetFortris may properly investigate the dispute.
3. Qualified disputes must be filed within 30 days of the invoice date and must be submitted via email to [dispute@netfortris.com](mailto:dispute@netfortris.com).
4. NetFortris will respond to qualified disputes within 10 business days and will take the appropriate action on the Customer's account per the results of the investigation. Resolution of the dispute will be determined at the sole discretion of NetFortris. If the dispute is denied by NetFortris then the dispute will cease to be a qualified dispute and the amount becomes immediately due and payable.

After the investigation and review are completed by NetFortris as noted above, the customer will be notified of the appropriate action. In order to avoid disconnection of service, charges for denied disputes must be paid within 7 calendar days after the date NetFortris notifies the Customer that the investigation and review are completed.

### Dispute Process

Customers must submit disputes on excel based spreadsheets clearly labeled with the customer name, bill date and enough detail for the NetFortris to properly investigate the dispute. NetFortris Billing Dispute Form can be found at [www.netfortris.com/legal](http://www.netfortris.com/legal). If a Customer submits a claim that does not have enough information for NetFortris to investigate the claim then the dispute will be rejected and delay processing of the claim for the Customer.

The following examples of disputes highlight the type of information the NetFortris needs to successfully process a billing dispute. The customer submits the total billed cost of the invoice along with the dispute amount and what they believe is the net cost, or what they believe they should have paid.