

# Welcome to bright.net Internet Services

**Technical Support.** In order to ensure you the highest quality of technical assistance, we have a support staff of over 60 expert technicians to assist you should any problems arise.

**1.800.743.5707**  
**Open 24 hours a day**  
**7 days a week**

**Billing.** On the 10<sup>th</sup> of each month you will be **EMAILED** a billing reminder. Please keep in mind that you are billed for the current month of service. In the message you will find a website to go to in order to view your bill. <https://billing.bright.net/saa>. Your username and password to view your bill are the same as your bright.net email username and password. Your first invoice will include any installation or activation fees. If you would like receive your invoice through the postal mail please notify the office at 888-438-8436. There is a \$.50 monthly charge for this service.

**Automatic Payment.** If you wish to setup your account for automatic payment, please fill out the form included in this packet. This form can also be accessed online. The automatic payment options available to you are; automatic withdrawal from a checking or savings account and automatic charge to a credit or debit card. Both of these options require a signature to be on file. All automatic payments are processed on the 25<sup>th</sup> of the month, or the first business day following the 25<sup>th</sup>.

**Tax Cards.** Included in this packet is a tax card that we ask that you fill out and state whether you are using the internet for business purposes. If you are not using the internet for business purposes then you are exempt from having your account taxed. Your account will automatically be taxed until we receive this signed card stating that you are not using the internet for business purposes.

**Payments.** Payments are due on the 25<sup>th</sup> of the month. Delinquent payments carry a \$3.00 late charge. Any payment not made by the 10<sup>th</sup> of the following month will result in suspension of service. Your bill is for the current month you are in. **We do not prorate bills.**

Please remit payments to: **27932 Watson Road, Defiance, OH 43512**

**Cancellation of Service/Package Changes.** If you wish to cancel your service or change your account package you can do this one of several ways. You can call the administrative office at 888-438-8436 (419.395.7766), you can email us at [billing@saa.net](mailto:billing@saa.net), or you can complete the form located online at <http://saa.net/> just click on the Account Changes link. For a cancellation of service or package change to take place for any given month, the office must be notified **PRIOR** to the first of that month. Keep in mind that if you are under contract additional fees may apply.

## Customer Agreement

Please view the customer agreement that is available at <http://www.bright.net/terms>. Here you will find the outline of the terms and conditions of your Internet service with us.