

Effective 11/26/2024

Kinetic by Windstream's ("Kinetic") AutoPay program is an easy, convenient, and secure way to pay your bill. AutoPay electronically transfers funds from your checking or credit card account to pay your Kinetic bill. That means no more writing checks, buying stamps, or forgetting your payment. There is no additional charge for this service. Plus, you can stop receiving a paper bill from Kinetic.

Please carefully read and review these Terms and Conditions for Kinetic's AutoPay program. By enrolling, you agree to these Terms.

1. **Enrollment:** By enrolling in this AutoPay program, you authorize Kinetic to store your payment information and automatically charge the card on file or debit your bank account, as specified by you for the monthly amount due on your bill. Your account will be charged or debited on the date that is specified on your monthly invoice, plus any processing fees such as credit card surcharges or convenience fees. The amount debited from your checking or savings account or charged to your card every month will be the then current balance on your account.
2. **Revocation:** You have the right to terminate your AutoPay authorization at any time by logging into GoKinetic and changing your AutoPay settings or by calling 800-347-1991. This authorization and the AutoPay service will remain in effect until revoked by you, your financial institution, or Kinetic. Should you opt out of Kinetic's AutoPay option, you will be responsible for scheduling and submitting payments for subsequent monthly charges.
3. **Paper Free Billing:** By enrolling in the AutoPay program, you may elect to receive paperless billing. By doing so, you can review your invoice in GoKinetic with an option to print.
4. **Update Payment Information:** You understand that if there is a change to your bank or card information, including expiration date, you must update the AutoPay information in GoKinetic or by calling 800-347-1991. If you do not update your payment account information and Kinetic is unable to process payment you may be subject to applicable late fees, returned payment fees, or charges assessed by your bank.
5. **Billing Errors:** YOU UNDERSTAND AND AGREE THAT KINETIC IS NOT LIABLE OR RESPONSIBLE FOR ANY LOSSES OF ANY KIND THAT YOU MAY INCUR AS A RESULT OF A PAYMENT MADE ON A ERRONOUS BILL STATEMENT OR FOR ANY DELAY IN THE ACTUAL DATE ON WHICH YOUR ACCOUNT IS DEBITED OR YOUR CARD IS CHARGED. IF A BILLING ERROR OCCURS, KINETIC IS RESPONSIBLE FOR CORRECTING IT IF AND WHEN YOU NOTIFY IT OF THE ERROR.

6. Returned Payments:

- a. You understand that in the event your payment is rejected, refused, returned, disputed, or reversed by your bank or card company for any reason, Kinetic has the right to charge a returned item fee and this fee is subject to change without notice. In addition, after two returned payment requests, Kinetic may, in its sole discretion, cancel your option to participate in the AutoPay program.
- b. You understand if your bill is paid after the due date, your account may incur late payment fees as set forth in [Kinetic Service Terms and Conditions](#).

7. Cancellations and Refunds: In the event you cancel your services and any service fees remain due, Kinetic will charge your account for the amount owed pursuant to these Terms. In the event a refund is owed to you for payment made using automatic payment, Kinetic will issue a credit directly to your invoice. Credits issued after your account is closed will be refunded.

8. Changes to These Terms:

1. Kinetic may revise these Terms. Notice of changes may be given on or with your bill or by other methods.
2. If you do not agree to the revisions, you must terminate your AutoPay enrollment immediately in accordance with these Terms. By continuing to use AutoPay after the updates are in effect, you accept and agree to all updated terms.

9. These terms do not in any way terminate, amend, or modify other terms, agreements, or policies that apply to your Kinetic by Windstream account.