

E- Bill Terms and Conditions

Liberty provides you monthly billing statements and other notices in paper form regularly throughout the year. You may agree to receive these billing statements and other notices electronically if, after reviewing the disclosures below, you consent to using electronic records rather than paper records and do not later withdraw that consent. One of the notices that will be sent to you electronically instead of in paper form will be the *E- Bill Terms and Conditions* described below.

These *E-bill Terms and Conditions* are additional to the terms and conditions included in any other service contract provided by Liberty, including but not limited to the Residential Service Agreement. Should there be a conflict between the *E-bill Terms and Conditions* and the terms and conditions in other contracts, those in the *E-bill Terms and Conditions* will prevail.

By enrolling in E-bill you are agreeing to the following:

1. **Receipt of Electronic Statements and Notices.** Liberty will provide all disclosures required by law and other information about your legal rights and duties to you electronically. Your electronic signature on agreements and documents has the same effects as if you signed them in ink. Sending a digital notice by e-mail, or E-bill, is a courtesy service provided by Liberty, which may be discontinued at any time.
2. **Option to use paper records.** You have the right to receive billing statements and all notices in paper rather than electronic form.
3. **Right to withdraw consent to use electronic records.** If you consent to receive electronic billing statements and notices, you may cancel the E-bill service at any time and opt to receive your bill by regular mail. Any withdrawal of your consent to use electronic records will not affect your right to receive the billing statements or any other notices, nor with such withdrawal have any effect on your Liberty service, or any other aspect of your relationship with Liberty; provided, however, that the withdrawal of your consent to use electronic records will result in a \$3.00 increase to your monthly bill to compensate Liberty for processing paper records.
4. **Procedure to withdraw consent to use electronic records.** If you decide that you no longer wish to use electronic records for the purposes described in paragraph 3 above, you must send a notice to Liberty withdrawing your consent to use electronic records either by sending an e-mail message to us with the subject "Electronic notices" at servicio@libertypr.com; or by sending a letter to us at Liberty Cablevision of Puerto Rico, Att. Dispute and Claims, PO Box 192296 San Juan, Puerto Rico 00919; or by calling Customer Service at 787-355-3535.
5. **Scope of consent.** If you consent to use electronic records, the consent will apply to: (a) all billing statements; (b) all annual and other notices; and (c) all privacy notices including this E-bill terms and conditions.
6. **Accessing your account online.** Before being able to access your bill online, you have to authenticate your status as a Liberty customer in your account by following the steps provided on the website mi.libertypr.com. Access to your Liberty account is password

protected. You are responsible for maintaining the confidentiality of your password to keep your account secured. If you allow another person to access your account, you will be responsible for any transaction that person authorizes.

7. **Procedure to update information required to contact you electronically.** The e-mail address information you provide to Liberty must be correct and accurate. Any changes needed regarding this information must be conducted through mi.libertypr.com or Customer Service. Liberty will proceed to send the notice or E-bill to the e-mail address you provide or have provided as the e-mail address in your Liberty account. It is your responsibility as a client to contact Liberty if you do not receive the E-bill notice. Liberty is not responsible for any delay in the delivery or lack of delivery with respect to the E-bill, regardless of the reason.
8. **How you can obtain a paper copy of your records.** If you consent to use electronic records but later want a paper copy of your records, you have the option of printing a copy of your bill, which you can access online at mi.libertypr.com. You can also obtain the pending balance and payment due date by calling Customer Service or visiting any of our Customer Service Centers. Regardless of sending or receiving the electronic notice, your bill will be available at mi.libertypr.com in the usual date according to your billing cycle.
9. **Electronic notice and bill payment obligations.** Regardless of sending or receiving the E-bill, as a customer you are required to pay any amount due in your monthly bill by the due date provided in the same bill. If you do not pay within thirty (30) days from the Billing Date, you will be charged an administrative late fee ("Late Fee"). We suggest enrolling in Automatic Debit to pay your bills automatically each month.
10. **Disputing a charge.** Should you wish to dispute a charge in any of your bills, please refer to the Dispute Resolution Procedure in Section 12 of the Residential Service Agreement, which is available online at www.libertypr.com.
11. **Hardware and software needed.** To access and retain electronic records regarding Liberty's billing statements, and all notices, including these E-bill Terms and Conditions, you will need (a) a computer with standard accessories, such as a monitor, and keyboard; (b) software for the computer, including operating system software, Internet browser software, word processing software, and software that can open Portable Document File (".pdf") files; (c) a means to communicate over the Internet, such as a cable modem and cable line, a dial-up modem and telephone line, or a DSL modem and a telephone line, as well as a service agreement with an Internet Service Provider ("ISP"); and (d) an e-mail service account. Liberty need not be your ISP in order to elect to receive your billing statements, and all notices, electronically.