



## FairlawnGig® Customer Billing Policies

Monthly services are billed in advance. Your billing cycle will start on the day of service activation and you will receive your first bill at that time. Every month thereafter, your FairlawnGig billing cycle will begin on the same day as your activation date each month, and your bill will be due on that day. (Customers with service activations on the 29th, 30th, or 31st of the month will have billing cycles that start on and are due on the 28th of the month.)

Your itemized bill will show monthly recurring service charges, plus any applicable taxes and fees and any one-time charges such as installation charges.

FairlawnGig is a municipal broadband utility created and operated by the City of Fairlawn; currently, there is no sales tax charged for FairlawnGig services. We will update customers if this were to change.

### Billing Methods

You may elect to receive a paper version of your FairlawnGig bill through postal mail or choose to receive an electronic copy of your bill through EMAIL.

### Paying Your FairlawnGig Bill

You can pay your bill, view past statements, track phone usage and change payment methods online through the FairlawnGig Customer Portal at [portal.fairlawngig.net](http://portal.fairlawngig.net). The username is your EMAIL address; use that on the portal and create a unique password to activate your account. Thereafter, you may log into the portal with your username and your password. You can change your password at any time.

Through the customer portal, you can set up your payment preferences and choose to pay by one of the following methods:

- a checking or savings account e-check
- credit card, or
- debit card.

You may make one-time payments directly through the customer portal using one of the above payment methods you created. Automatic payments are also possible; if you select this option, each month, the payment for the current bill will be withdrawn on the due date.

If you prefer to mail checks, please make checks payable to: City of Fairlawn dba. FairlawnGig and mail to:

City of Fairlawn dba. FairlawnGig  
P.O. Box 13422  
Fairlawn, Ohio 44334

Alternatively, you may drop off your check at Fairlawn City Hall at 3487 S. Smith Road.

### Billing Disputes

It is your responsibility to report billing errors upon receipt of your bill. Contact FairlawnGig immediately if you think your bill may contain a mistake. You will need to provide the following information:

- your name and account number;
- the disputed dollar amount and
- a description of the error and why you believe it is in error.

FairlawnGig is not responsible for errors that are not reported to us within 90 days of the bill in question.

### Returned Check Policy

Any checks returned by your bank because of non-sufficient funds (NSF) will incur a \$23 service charge by FairlawnGig. We also request that you make arrangements to replace a returned check with payment within ten days from the date of written notification of NSF from FairlawnGig. Otherwise, your services may be restricted and a late fee may be assessed.



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330-668-3300  
[support@fairlawngig.net](mailto:support@fairlawngig.net)  
[www.fairlawngig.net](http://www.fairlawngig.net)

FairlawnGig is a trademark of the City of Fairlawn, Ohio.