

## FREQUENTLY ASKED QUESTIONS (FAQs)

### Why did Emerald sell EPUD.net and EFN.org?

While we have enjoyed offering internet services to our customers, we have determined that being an internet service provider (ISP) doesn't fit in with our core mission as a public power utility. Emerald's focus has always been and will continue to be in delivering safe, reliable power to customers within our District, and we believe PEAK Internet is better suited to serve your internet needs.

Since partnering with PEAK Internet in 2007, they have provided technical support to EPUD.net and EFN.org subscribers. As a full-service internet provider, we are confident PEAK Internet will be able to meet your internet and email needs moving forward, without any change in the quality of service you receive.

### Will I be required to change my email address?

No, you will not be required to change your email address during this transition period. In the future, if any changes to your email address are needed, you will be notified by PEAK directly.

### How will this change affect me?

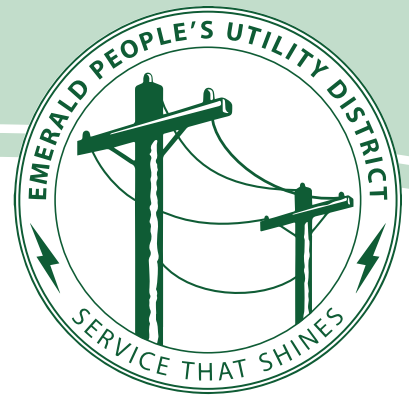
Starting in May 2017, your internet and/or email account will automatically shift to PEAK. You will begin receiving billing statements from PEAK, and they will handle technical support and billing for your internet/email account. Your final billing statement from Emerald will be issued in April 2017.

### Who is PEAK Internet?

PEAK Internet is a full-service Internet provider, dedicated to delivering fast, reliable and inexpensive connectivity while providing the best possible technical support. Based out of Corvallis, Oregon, PEAK was one of the first ISPs to bring High-Speed Broadband access to the Mid-Willamette Valley and Central Coast, and continues to lead the way in making new access and hosting solutions available to the public.

PEAK offers a wide range of products:

- ◆ High-Speed Internet through Broadband, and Fixed Wireless
- ◆ Commercial-Grade Internet through Fiber, Ethernet, Fixed Wireless
- ◆ Engineering, Networking, Design, and Construction
- ◆ Web Site Hosting and Dedicated Servers
- ◆ Data Center Services and Co-location
- ◆ On-Site Business IT Support, Networking, and Email
- ◆ Video Services through Over-the-Top (OTT)



## **FREQUENTLY ASKED QUESTIONS (FAQs)**

### **Will the cost of my internet service increase?**

No, you will not see any change to the cost of your internet services as a result of this transition. To best serve our customers, Emerald and PEAK are in agreement that current pricing will not be affected.

If a future increase to pricing is necessitated, please be assured PEAK's services will remain competitively priced.

### **How will it affect my billing?**

Emerald will issue your final billing statement in April 2017 which will include your services through April 30, 2017. PEAK will issue you a statement in May 2017 which will include your services through May 30, 2017.

### **Can I pay my PEAK billing statement online?**

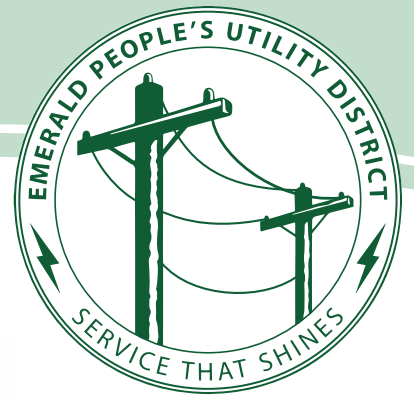
Yes! PEAK offers an online account payment tool. To get enrolled in PEAK's online payment system, please contact PEAK on or after May 1, 2017, or simply visit [www.peakinternet.com](http://www.peakinternet.com), click **Pay My Bill**, then register as a new user. You will be required to enter information from your first billing statement from PEAK.

### **Can I enroll in paperless billing with PEAK?**

Yes! Your first billing statement from PEAK will arrive in the mail but you can sign up for paperless after you receive it. Please contact PEAK after you receive your first billing statement to get signed up or log into your PEAK account at [www.peakinternet.com](http://www.peakinternet.com) to enroll in paperless billing online. Please note, you will need to enroll as a new user in PEAK's payment system before you will be able to access your account information.

### **Does PEAK offer autopay?**

Yes! Please contact PEAK after you receive your first billing statement to get signed up or log into your PEAK account at [www.peakinternet.com](http://www.peakinternet.com) to enroll online. Please note, you will need to enroll as a new user in PEAK's payment system before you will be able to access your account information. With PEAK's autopay program, payments are withdrawn on the 15th of each month.



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### **Will current autopay information carry over to PEAK?**

No, your autopay information with Emerald **will not** carry over to PEAK. Your last autopay payment will be drafted on its scheduled due date. Please contact PEAK after you receive your first billing statement to get signed up or log into your PEAK account at [www.peakinternet.com](http://www.peakinternet.com) to enroll online. Please note, you will need to enroll as a new user in PEAK's payment system before you will be able to access your account information. With PEAK's autopay program, payments are withdrawn on the 15th of each month.

### **When will my PEAK billing statement be due?**

Payment is due to PEAK upon receipt of the monthly billing statement. Your billing statement will be generated on the 1st of each month and must be paid in full within 30 days in order to prevent service interruptions. If you select to pay through autopay, your payment will be withdrawn on the 15th of each month.

### **When will I receive my final Emerald billing statement?**

Emerald's final billing statement for internet and/or email services will arrive in April 2017 and will be due upon receipt.

### **Can I make changes to my account in the future?**

Please contact PEAK after receiving your first billing statement to discuss any account changes.

### **Will the credit balance on my Emerald account carry over to PEAK?**

Yes! Any credit balance remaining on your internet/email account after your final billing from Emerald will automatically transfer to your account with PEAK. You should see the credit balance on your first billing statement from PEAK, which is set to arrive in May.

### **Can I still pay for 12 months in advance and get one month free?**

PEAK will be able to discuss payment options and discounts/specials with you after you have received your first billing statement from them. Please contact PEAK after receiving your first billing statement in May 2017.

*This **Frequently Asked Questions** document will be updated if additional common questions are identified.*

*If you have a question not answered here, please call **541-746-1583** or email [customerservice@epud.org](mailto:customerservice@epud.org). Emerald's office is open 7:30 a.m. to 6 p.m., Monday through Thursday.*