



Billed Services

Services are billed via electronic or paper statements one month in advance. Payment is due the 1st of each month. Late fees are assessed on accounts not paid by the 15th of each month.

Accounts 45 days in arrears are subject to disconnect at sole discretion of Big Sandy Broadband. Reconnection fees shall apply in addition to any delinquent amounts owed.

Monthly recurring service charges apply to accounts until the customer requests disconnect via phone, email or USPS.