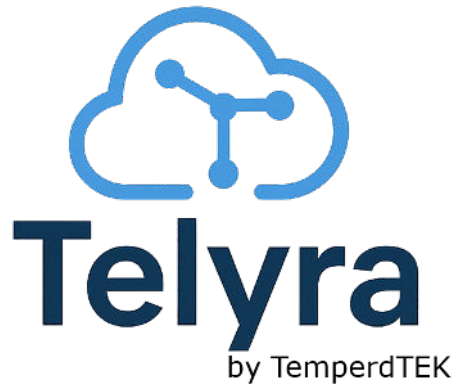




Telyra Billing and Payment Policy



This Billing and Payment Policy outlines the terms for billing, invoicing, payment methods, and dispute resolution for services provided by Telyra, a division of TemperdTek Inc. By using our services, you agree to this policy.

1. Billing Cycle

- Services are billed on a monthly basis unless otherwise agreed in writing.
- Billing begins on the activation date of the service.
- Invoices are issued electronically and are due upon receipt unless Net terms are specified.

2. Payment Methods

- Accepted payment methods include credit card, ACH, and other electronic payment systems as made available.
- Customers may set up automatic payments via the customer portal.

3. Late Payments

- Payments not received within 5 calendar days of the due date may incur a late fee of 1.5% per month or the maximum rate allowed by law.
- Accounts more than 15 days past due may be suspended or terminated.

4. Taxes and Regulatory Fees

- All applicable taxes, regulatory fees, and telecom surcharges are passed through to the customer as required by law.
- Customers are responsible for providing valid exemption certificates if they are tax-exempt.



5. Billing Disputes

- Customers must notify Telyra of any billing disputes within 15 days of the invoice date.
- Disputes must be submitted in writing and should include details of the issue and the invoice in question.
- Undisputed portions of the invoice must be paid by the due date.

6. Changes to Pricing or Billing Terms

- Telyra may modify pricing or billing terms with 30 days' advance notice.
- Continued use of the service constitutes acceptance of the new terms.

7. Refunds

- Telyra does not offer refunds for partial months or unused services unless otherwise stated in a separate agreement.

8. Service Suspension or Termination

- Telyra reserves the right to suspend or terminate service for non-payment, excessive chargebacks, or fraudulent activity.

9. Contact

- For billing inquiries, contact billing@telyra.com.

10. Pricing Changes



Telyra reserves the right to adjust pricing, fees, and surcharges at any time with at least 30 days' notice. These changes will not affect customers currently under a fixed-term contract until the expiration of the contract term. Updated pricing will take effect upon contract renewal, renegotiation, or transition to a month-to-month agreement.