

Terms and Conditions

- The charges for your local regulated phone services are identified with an *. If these charges are not paid in full by the due date on your bill, your local service may be disconnected. From your payment for services, Telephone is paid first; failure to pay for services and other charges on your bill, you may be disconnected from those services. The providers of those services may pursue collections of unpaid charges.
- If you feel that you have been billed in error or have questions about your bill, please call AEE customer service at 1-888-328-4222 or (907) 222-0844 within 30 days of your bill date. You will not be disconnected or penalized for non-payment of the charges in question. The portion of your bill not in question is payable in the regular due date.
- You should receive a billing statement every 30 days. If you don't receive your statement within reasonable period of time, please contact our customer service department. Failure to receive a billing statement does not relieve you from the obligation of paying your bill. Your monthly bill is delinquent of payment if not received at AEE by the due date shown on the first page of your statement.
- Unpaid balances for previous bills are due immediately. We will impose a late charge or 0.875% per month on any unpaid balances. Your service(s) may also be disconnected. If so, you must pay the bill in full, and may be required to pay an additional deposit and charges for the reconnection of your service.
- Accounts paid with NSF (Non-sufficient fund) checks will be charged a fee and may be subject to immediate disconnect.
- Credits will appear with "CR" behind the dollar amount being credited.
- You may call the RCA (Regulatory Commission of Alaska) at 1-800-390-2782 for inquiries or assistance with disputes regarding regulated utility services.
- When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transfer.
- When we use information from your check to make an electronic funds transfer, funds may be withdrawn from your account as soon as the same day we receive your payment and you will not receive your check back from your financial institute.

Terms and Conditions for DTV & Internet

Solar Interference:

Sometimes the satellites for which we receive much of our programming are positioned directly between the earth and the sun. This usually occurs during the first weeks of March and October. When this happens, the energy of the sun can overpower the satellite signals for several minutes and a time, resulting in an interruption of signal. This disruption generally does not last more than 10 minutes a day during the limited "sun outage" period.

For more information about your AEE billing statement please visit our website at www.adaktu.net.