



Payment Procedure, Options and Collections

1) Billing Procedure

- The 20th of every month bills are issued to customer via e-mail or postal mail. They are due by the 5th of the following month. This bill is for services for the month following the bill date, i.e. February 20th bill is for March service.

A) Payment Options

- Customers can choose from the following options to pay their monthly service charges:
 - By Check
 - Visa or Master Card – automatically or by phone
 - Automatic bank withdrawal
 - Automatic payments will be taken out on the 20th
 - Requires an ACH Form signed with a voided check
 - Pay 11 months get the 12th month free

2) Payment Collections

A) Friendly Reminder

On the 6th day of the following month, the customer will receive a “friendly reminder” via e-mail. This is a short note reminding them that we have not yet received payment.

B) 1st Past Due Notification

If payment is not received by the following billing cycle, there will be notification on that bill that a portion of the bill is past due. The bill, in its entirety, will then be due within 15 days, or the 4th or 5th of the next month.

C) Disconnect

If, by the 8th day of the following month, payment has still not been received they will then be on the 31 day past due list. Payment in full plus a \$35 reconnect fee will be required to be paid to get hooked up after disconnected. If a customer appears on the 31 day past due list more than twice, a call will not be made, and the customer will be disconnected for non-payment.

D) Collection Agency

Further collection efforts, including utilizing a collection agency, will be used to collect unpaid amounts if customer gets disconnected.

E) Consistent Late Payment Policy

If a customer appears three times on the past due list, that customer will be required to have their bill charged to a credit card, or pay in advance, or services will no longer be rendered.