

DISCONNECT POLICY

All bills not paid before the 20th of the month shall be subject to a late payment charge. A late payment charge of \$5.00 will be charged to the account on the next business day of the current month, unless the 20th is on a weekend. You will have the Monday following the weekend to pay your bill before a late fee is charged.

In the event of failure by the customer to pay any bill on or before the 20th of the current month, the company will discontinue service(s) upon written notice on their following monthly bill, allowing the customer to make the past due payment by the 8th of the following month before the disconnect is made. In order to reconnect services, all past due amounts must be paid in full. A reconnect fee of the following schedule will be charged to the customer's account and will need to be paid with the past due balance:

Telephone \$25.00

Cable Television \$25.00

HSI Internet \$25.00

DEPOSIT REFUND POLICY

Deposits are collect at time of hookup. Deposits are refunded after 12 months of service with all payments in the first 12 months paid on or before the 20th of each month. If you have one or more late payments in the first 12 months, the deposit will not be refunded. Hookup fees are not refunded.

Signature _____ Date _____