

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 or need to be paid with the past due balance:

- Telephone \$25.00
- Cable Television \$25.00
- HSI Internet \$25.00

DEPOSIT AND AUTO PAY POLICY

Signing up for Auto Pay will waive your account's deposit if auto pay is active for the first 12 months of service. If auto pay is disconnected within the first 12 months, a deposit will be collected at that time. Also, if your auto pay gets declined, a deposit will be collected and you will be taken off auto pay for 12 months. **It is the account holder's responsibility to contact the office and update the credit card or bank information on file if the account has expired or the account is compromised or deactivated.**

Deposits are collected 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. Hook-up fees are not refunded.

NSF POLICY

Upon receipt of a returned check from the bank, a \$30.00 handling charge is applied per account. Returned checks are not redeposited. Payment of the check in the form of a money order or cash must be received in our office within 10 working days of the notification or a disconnect order is issued. Reconnect fees of \$25.00 per service will be billed if non-payment of the return check results in disconnection.

PAYMENT EXTENSION AGREEMENT

Customers who have executed a payment agreement are required to sign the Payment Extension Agreement within 24 hours of executing the agreement or all terms and conditions agreed to in said Payment Extension Agreement will be nil and void and disconnection of services may occur. Reconnection charges will apply. Default of Payment Extension Agreement may also result in the loss of Payment Extension Agreement privileges for six months.

Signature _____ **Date** _____