



# Office Policies Agreement

## Disconnect Policy

Monthly statements are sent out on the 1<sup>st</sup> of each month and are due the 20<sup>th</sup> of the same month. A late fee of \$5.00 will be charged to the account if payment is not received by the 20<sup>th</sup>. If the 20<sup>th</sup> of the month lands on a weekend or holiday, customers will have until the Monday following the weekend to pay the current account balance.

If payments are not made on or before the 20<sup>th</sup> of the month, notice will be written on your next monthly statement stating the amount that is owed. If the payment is not paid and received prior to the close of business day on the 8<sup>th</sup> of the following month, all services will be disconnected. In order to reconnect services, all past due amounts must be paid in full as well as a reconnect fee for each service you have. Below is the amount of the reconnection fees:

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

## Auto Pay Agreement

Auto Pay Payments will be drawn on the 20<sup>th</sup> of each month. If the 20<sup>th</sup> falls on a Saturday, Sunday or holiday, the auto payments will be drawn on the previous business day.

Auto pay policy—if you sign up for auto pay, the required \$75.00 deposit will be waived from your account only if the auto pay arrangements stay in good standing for the first 12 months of service.

If the auto pay arrangements are disconnected or if it gets declined within the first 12 months of service, a \$75.00 deposit will be collected. If your auto payment is declined for any reason (expired card, new card number, compromised account, insufficient funds, etc.) a \$25.00 fee will be charged to the account. You will also be taken off auto pay for 12 months if your auto pay gets declined 3 times in a 12-month period. **It is the account holder's responsibility to contact the office and update the auto pay arrangement such as, credit card information or checking account information.**



**Deposit & Hook up Policy**

A deposit of \$75.00 will be collected at the time of initial setup. Deposits are refunded after 12 months of service if all payments in the first 12 months are paid on or before the 20th of each month. If you have one late payment in the first 12 months, the deposit will not be refunded.

Hook-up fees are a one-time payment and are not refunded.

**Bank Account NSF**

A returned check from the bank will have a \$30.00 charge applied to your account. Returned checks are not redeposited. **It is the account holder's responsibility to contact the office and resubmit a payment for the current months statement amount to avoid disconnection and reconnect fees.**

**Payment Extension Agreement**

Customers who execute a payment extension agreement are required to sign the payment extension agreement form within 24 hours of executing the agreement. If the agreement is not signed then the terms are void and disconnection of account plus reconnect fees will be added to the account.

**Credit Card Transactions**

Starting December 1<sup>st</sup>, 2025 a credit card surcharge of \$3.50 will be applied to all credit/debit card transactions. This change is necessary to offset the rising costs of credit card processing. For those who wish to avoid this fee, there are no extra fees for ACH (Checking account) auto pay.

**Signature: \_\_\_\_\_ Date: \_\_\_\_\_**