

## **HTC Connects Disconnect Policy**

1. Statements are mailed on the 1<sup>st</sup> of each month. (If the 1<sup>st</sup> is on a Sunday, they will be mailed on Saturday.)
2. Amount due is due by the 10<sup>th</sup> of the same month. (If the 10<sup>th</sup> is a Saturday or Sunday then the amount due will bill be due on the following Monday.)
3. Customers who have not paid the amount due by the 20<sup>th</sup> of the same month will receive a disconnect notice. (If the 20<sup>th</sup> is a Saturday or Sunday, disconnect notices will be sent the following Monday.) This disconnect notice will state that you have a 7-calendar day window to make your payment or call our office to make arrangements to pay your balance in order to prevent disconnection.
4. After you have received the disconnect notice, if you have not called our office to make arrangements or paid your amount due, your service will be disconnected on the 27<sup>th</sup> of the same month. (Our staff will no longer be making follow-up calls on disconnect notices. It is your, the customer's, responsibility to contact us to make payment arrangements.)
5. While we will try our hardest to accommodate the needs of our customers, customers will not be allowed to carry a balance past 30 days past due. When making payment arrangements please remember this policy.
6. If service is disconnected, payment of the total amount due will be required before service is reconnected. If a customer is disconnected more than once in a given year, a \$15.00 reconnection fee will be required before your wireless service is reconnected.

Please remember that we do offer the option for ACH bank deduct. Contact our office for the appropriate form if interested in signing up for this convenient option to pay your bill.

Thank you in advance for your timely payments and your cooperation with this policy.