

CUSTOMER NON-PAY DISCONNECT PROCESS

The following service disconnection rules apply to all customer accounts that have a past due balance owed to D & P Communications.

- If your account is past due, your disconnect notice will appear in **RED** on the first page of your monthly statement.
- Customer **FULL past due** account balances must be received at a D & P office by the 15th of every month. When mailing your payment, allow 5 days mailing time.
- An automated call will be placed to the phone number on file prior to the 15th of the month reminding you that your bill is past due. Please disregard the call if your payment has been made.
- If **FULL past due payment** is not received in our office or **payment arrangements** are not made by the 15th of the month, your service(s) will be disconnected the next business day.
- You can contact our office to make payment arrangements prior to the 15th. The arrangement will be added to your account. Past due payment arrangements **cannot** go beyond the end of the month. If payment arrangements are not kept, your service(s) will be disconnected.
- If service(s) are disconnected, the **FULL past due** Balance must be paid. Services cannot be restored with partial payments. A \$50 reconnect charge will apply and be added to the next billing statement.
- If service(s) have been disconnected and payment has been made, you must contact the business office to have services reconnected. Full past due payments to have your services restored can only be accepted during the business office hours of 8:00 a.m. to 5:00 p.m.
- Once the **FULL past due** balance is paid, service(s) will be restored by the end of the **next** business day.
- Customers choosing not to pay balances owed to the Company will be sent to a collection agency. Subscribers who wish to re-establish service after their account has been sent to a collection bureau will be required to pay the entire balance in full, a security deposit and reconnect fees before service will be restored (bankruptcies that are settled are excluded).
- A subscriber that chooses not to have services restored is still legally responsible for all charges incurred prior to disconnection and is also responsible for returning any company equipment. If a subscriber cannot return the equipment, arrangements can be made with a company representative to go to the subscriber premise and retrieve the equipment. DCT boxes, Box Remotes, HD Receivers, DVR boxes and MBAs are the property of the company and must be returned. For any equipment not returned, the price of the equipment will be added to the subscriber bill.