

PAST DUE AND DISCONNECT INFORMATION

The following service disconnection rules apply to all accounts with a past due balance.

- A Disconnect notice will appear in RED on the first page of a monthly statement if the account is past due.
- Past due account balances must be received, in full, by the 15th of every month. Allow 5 business days when mailing a payment.
- Accounts will be disconnected on the first business day following the 15th of every month if payments in full or payment arrangements are not made.
- Contact the business office by calling 734-279-9028 to make payment arrangements prior to the 15th of the month. The arrangement will be added to the account. Past due arrangements cannot go beyond the end of the month. If payments arrangements are not kept, services will be disconnected.
- In the event of a disconnection due to past due balance, contact the business office by calling 734-279-9028 to reconnect.
- Services may only be restored if past due balances are received in full, along with a one-time charge of \$50 to reconnect. The \$50 charge will appear on the next billing statement.
- Reconnected accounts will be restored by the end of the next business day.
- Accounts with unpaid balances and without payment arrangements will be sent to a collection agency. Subscribers who wish to re-establish service after the account has been sent to collections, will be required to full balance that was past due, a security deposit and any applicable reconnect fees before services will be restored (excluding Settled Bankruptcies.)
- Subscribers that choose not to have services restored are still legally responsible for all charges incurred prior to disconnections. Additionally, any equipment owned by D & P Communications must also be returned. If a subscriber is unable to return the equipment to the Company, arrangements can be made for a representative of D & P to retrieve the equipment from a subscriber's premise. For any equipment not returned, the price of the equipment will be added to the subscriber's total amount due.