



Board Policy No. 108

Telephone Collection Policy

1. Monthly billing

All charges for telephone service will be billed to the subscriber on a monthly basis. Statements shall be mailed to the subscriber within the first week of the month. Local service charges are billed one month in advance. Statements shall also include long distance charges for the period ending approximately the 15th of the month preceding. The statement is due when received and becomes delinquent if not paid by the **25th** day of the same month.

2. Late payment

In the event that payment is not received on the **25th** of the **SAME** month in which service is rendered, a "Reminder Notice" shall be mailed to the subscriber. A **\$10.00** late payment fee shall be charged to the delinquent account.

3. Service Disconnect for Nonpayment

If the past due amount on the delinquent account consisting of undeniable charges, such as local service or long distance, is not paid on the **15th** day of the following month in which service was rendered, service will be subject to complete disconnection, unless the 15th falls on a Friday, Holiday or Weekend, then disconnection will occur on the next working day.

4. Reconnect charges

Any account that is subject to disconnection for nonpayment will be assessed a **\$25.00** minimum reconnection fee. If a site visit is necessary a site fee may also apply. Full payment, plus any fees herein, must be paid before service will be reconnected. Any subscribers that have been disconnected for nonpayment will be required to pay, the greater of a minimum deposit of \$100 or twice the average of the preceding three month billings, in addition to full payment of the delinquent account, before service is restored.

5. Non-sufficient fund checks

NSF check payment for delinquent accounts will result in an automatic disconnection of service. A **\$30.00 NSF** fee will be assessed and a deposit as described above in (4) will also be required of the subscriber.

6. Post dated/hold checks

Management and employees of Valley are not authorized to accept post dated/hold checks under any circumstances. Post dated/hold checks are not considered legal tender and will be returned to the subscriber.



7. Deposit

Customers with a D credit rating under Valley's billing system (customers who have been previously disconnected for non-pay within the last 9 months; who have not been written off; who have received a final notice within the last 6 months or customers who have submitted a NSF check to Valley within the last 3 months) or customers who have not established a credit history with Valley will be required to make a deposit equal to two months local service and pay basic connection fees in advance. Deposits will be refunded upon the customer notifying Valley to terminate service. The deposit, less the amount of the customer's final bill, will be refunded. After one full year of service during which the customer has not been delinquent, the full deposit will be credited to the customer's account.

Adopted: November 16, 1995

Revised: May 25, 2000

Revised: March 20, 2003

Revised: April 21, 2003 (Added #7)

Revised: April 19, 2006

Revised: April 24, 2007 – Effective July 1, 2007

Revised: April 28, 2015 – Effective April 28, 2015



Board Policy No. 108-A

Video, Internet, and Wireless Collection Policy

1. Monthly billing

All basic charges for Internet and video service (s) will be billed to the subscribers on a monthly basis. Statements shall be mailed to the subscriber within the first week of the month. Service charges are billed one month in advance. The statement is due when received and becomes delinquent if not paid by the **25th** day of the same month.

2. Late payment

In the event that payment isn't received on the **25th** day of the **SAME** month in which service is rendered, a "Reminder Notice" shall be mailed to the subscriber. A **\$10.00** fee shall be charged to the delinquent account.

3. Service Disconnect For Nonpayment

If the past due amount on the delinquent account is not paid in full by the **15th** day of the following month in which service was rendered, service will be subject to complete disconnection, unless the 15th day falls on a Friday, holiday or weekend, then disconnection will occur on the next working day.

- a. Any and all Internet services may be disconnected, including but not limited to: access, e-mail and websites.
- b. Any and all video services may be disconnected.
- c. Any and all wireless services may be suspended (unusable) for 30 days at which time if full payment has not been received, complete disconnect occurs, requiring reprogramming of the customer's cell phone and a new number to be assigned.

4. Reconnect charges

Any account that is subject to disconnection will be assessed a **\$25.00** reconnection fee for Video and Internet, and/or the applicable reactivation fee for wireless. In addition if a site visit is necessary, additional site visit fees may apply. Full payment, plus the reconnection fee, must be paid before service(s) will be reconnected. Any subscriber that has been disconnected for nonpayment will be required to pay a minimum deposit of \$45.00 for Video, \$45.00 for Internet, \$100.00 for Wireless in addition to full payment of the delinquent account, before service is restored. A \$45.00 monthly purchase limit on Video TV will also be applied to the account in conjunction with the (7) Deposit policy.



5. Non-sufficient fund checks

A NSF check payment for delinquent accounts will result in an automatic disconnection of service. A \$30.00 NSF surcharge will be assessed and a deposit as described in (4) above will also be required of the subscriber to reconnect service.

6. Post dated/hold checks

Management and employees of Valley are not authorized to accept post dated/hold checks under any circumstances. Post dated/hold checks are not considered legal tender and will be returned to the subscriber.

7. Deposit

Customers with a D credit rating under Valley's billing system (customers who have been previously disconnected for non-pay within the last 9 months; who have not been written off; who have received a final notice within the last 6 months or customers who have submitted a NSF check to Valley within the last 3 months) or customers who have not established a credit history with Valley will be required to make a \$45.00 deposit per service and pay basic connect fees in advance. Deposits will be refunded upon the customer notifying Valley to terminate service. The deposit, less the amount of the customer's final bill, will be refunded. After one full year of service during which the customer has not been delinquent, the full deposit will be credited to the customer's account and the Video purchase limit will be lifted.

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Board Policy No. 108-B

Account / Service Activation Policy

1. New Member Establishing New Service(s)

New members requesting services from Valley Telecommunications Cooperative and/or its subsidiary Valley Communications, Inc. will be asked to provide a letter of good credit standing from their prior communications provider before Valley will begin to provide the services being requested (acceptable letter may come from one of the following types of companies: landline, wireless, TV or Internet).

The party applying for service then has the option to pay basic connection fees prior to service being activated/installed, or to wait for their first bill.

If the party applying for new services is unable to provide a letter of acceptance credit at the time service is requested, the new member must then pay deposits for each service type requested as well as basic connections fees prior to service(s) being activated. Applicable Deposits will be: \$45.00 Telephone; \$45.00 Video TV; \$45.00 Internet; and \$75.00 Wireless.

2. Existing Member Establishing New Service(s)

Existing Valley subscribers with a credit rating of D that wish to activate new product services will be asked to pay a deposit for each service type requested, prior to the service(s) being activated. Applicable Deposits will be: \$45.00 Telephone; \$45.00 Video TV; \$45.00 Internet; and \$75.00 Wireless.

Adopted: April 24, 2007