

## **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 may 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 **20<sup>th</sup>** day of the same month.

#### **2. Late payment**

In the event that payment has not been received on the **20<sup>th</sup>** day of the **SAME** month in which service is rendered, a "Reminder Notice" will be mailed to the subscriber. A **\$10.00** fee will 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 **10<sup>th</sup>** day of the following month in which service was rendered, service will be subject to complete disconnection unless the 10<sup>th</sup> 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** minimum reconnection fee for Video and Internet, and/or the applicable reactivation fee for wireless. 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 plus 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 (NSF)**

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**

Subscribers who have a D credit rating with Valley or who have not established a credit history with Valley will be required to make a \$45.00 deposit for Video and internet and a \$75.00 deposit for wireless plus basic connect fees in advance. Deposits less the amount of the subscriber's final bill will be refunded when the subscriber notifies Valley to terminate service. After one (1) full year of service during which the subscriber's payments have not been delinquent, the full deposit will be credited to the subscriber's account.

To receive a D credit rating from Valley, the subscriber only needs to meet one of the following criteria:

- a. disconnected for nonpayment within the last 9 months
- b. uncollectible bills
- c. received a final notice for payment due within the last 6 months
- d. submitted a NSF check within the last 3 months

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