

## **Harmony Telephone Company 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 and be subject to a late fee. (A late payment charge of one and on half percent (1.5%) per month (18% per year) will be applied. There will be a minimum charge of \$2.00 for any past due amounts of \$10.00 or more.)
4. Disconnect notices and late fees will be applied on the 21<sup>st</sup>. (If the 21<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.
5. After you have received the disconnect notice, if you have not called our office to make arrangements or paid your amount due by the 28<sup>th</sup>, your service will be disconnected on the 29<sup>th</sup> of the same month. (Our staff will not be making follow-up calls on disconnect notices. It is your, the customer's, responsibility to contact us to make payment arrangements.)
6. 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.
7. Partial balances paid will be applied to local telephone line charges first followed by additional features, cable television and internet services. Additional features, cable television and internet services will be disconnected for non-payment if partial payments only pay amount due on local telephone charges.
8. 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 telephone and internet service is reconnected and a \$20.00 reconnection fee will be required before cable television service is reconnected.

**Please remember that we do offer the option for ACH bank deduct. Amount due on bill is deducted on the 10<sup>th</sup> of the month. 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.