

# TULAROSA BASIN TELEPHONE COMPANY

## PAYMENT POLICY

Sometimes telephone regulations cause billing and payment practices to be a bit confusing. The objective of this article is to provide our customers with some understanding of internal practices prior to receipt of a reminder notice or disconnect notice from this company plus provide an understanding of our late payment charges and assessment of the same. The following outlines our payment policy and practices.

### How to avoid payment reminders or disconnect notices

First of all, new accounts are monitored more closely than older accounts that have exhibited a pattern of timely payments. Statements reflect a 20th of the month due date; if the current month is still outstanding, a reminder (disconnect) notice will be mailed on the 21st to all new accounts and accounts that are traditionally slow to pay. As a new account, if monthly bills are paid on time (by the 20th) for ten of the twelve first months in service, you will have established a good payment practice with this company, and you will no longer receive a reminder notice on the 21st of the current month.

### Late charges

Second, should your payment be received after the due date (20th of the month), a late charge of 1.5 percent will be assessed.

### Deposits on account

Upon establishment of telephone service, this company performs a personal credit check. Based on a scoring mechanism established, a deposit may be required to establish your telephone service. The good news . . . any deposit received earns a 3.36 percent interest rate. Refunded deposits and interest are credited back to your telephone account upon establishment of good paying habits with this company. Good paying habits are defined as having received no more than two late payments in a 12-month period.

### General Overview

- Bills are dated the 1st of the month and are due on the 20th of the month. Any payment received after the 20th will be assessed a late charge.
- Reminder notices are issued on the 21st of the month. Due to regulations, the reminder notice also acts as a disconnect notice. Sometimes customers express their concern due to the disconnect language in this notice. Payments received in a timely fashion will cause the reminder notice to be null and void.
- TBTC encourages open communications with respect to necessities of payment arrangements. A payment plan is a commitment by both entities. The customer commits to the agreed upon payment(s); and TBTC commits to a timely suspension or temporary disconnection of service should any promise be missed.

### What happens if your account is temporarily disconnected for non-payment?

In order to reactivate your telephone service, the bill must be paid in full, along with a reconnection charge. Further, TBTC can require a deposit equal to two times your average telephone bill before service is reactivated.

### Closing Items

This is only an overview of billing and payment practices. TBTC Customer Service attempts to provide open and honest lines of communications with its customers. If you have questions on your bill or service, or think your account may be in jeopardy of disconnection, please do not hesitate to contact us.



# Tularosa Communications, Inc.

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