

High Balance Review

All accounts in “current” status with 3x MRR are reviewed by Compliance. The purpose of the review is to ensure the high balance amount is from “normal charges” that are valid and not the result of failed payments, abnormal amount of PPV charges, abnormal long distance / international / directory assistance charged, equipment charges, delinquent balance transferred from their prior account, etc.

Calculating the High Balance Amount

The High-Balance dollar amount is not reflected within TARRMS, only the total account balance is. Compliance does not count the customers current subscription month towards their amount owed until that subscription month has passed.

To accurately obtain the High Balance amount owed, their MRR (monthly recurring rate) should be subtracted from the total account balance. If the High Balance is due to a returned/rejected payment, the associated fee should also be subtracted from the amount owed.

- Total Account Balance – MRR (– Spectrum Fee’s) = Balance Owed

PPV: Account is found to have a large amount of PPV charges equaling 3x MRR

Observation: Customer has a history of large amounts of PPV charges with subsequent payments

Action: No action taken. Notate “Normal PPV usage. Pays monthly”

Observation: Customer does not have a history of large amount of PPV charges

Action: Enter NPD

Returned Payments: Customers with a returned payment(s) may also be reviewed for high balance. Once the payment is returned, the customer has up to 7 days to correct the payment before accruing a fee. Entering a NPD alerts the customer to a problem that will likely result in contacting Billing to address and offset a chance in accruing this fee

Observation: Customer has high balance due to one or more NSF’s / Rejected payments

Action: Enter NPD

Apple TV / Install Fee’s: Charges for Apple TV devices or installation fees can cause the customers balance to reach 3x their MRR. These charges are considered “normal monthly charges” and will trigger standard collection events through aging, therefore no action is taken on the account. Current policy requires no payment in advance.

Observation: Customer has high balance due to Apple TV devices or installation fees

Action: No action taken. Notate “Normal monthly charges. Apple TV (or) Installation Fee”

Balance Transfers: Charges from a previous account that moved to a customer's new acct. Delinquent balances should be paid before a transfer is allowed to take place, which does not always occur. It is important to review the customers' previous account to determine if the high balance is due to failures to pay their bill, Apple TV devices being removed from a payment plan and charged in full or if the subscription month was billed in full due to the termination of that account. Good paying customers that had Apple TV device balances charged in full, or their subscription month being billed due to the termination of the previous account should not be non-paid

- Valid Delinquent Charges: If the customer is 31-60 days delinquent on their former account, that amount should flow to the 31-60 day delinquency on their new account and create an automated NPD if more than 50 days

Observation: Previous balance is due to failures to pay (No pay, returned/rejected payments)

Action: Enter High Balance NPD

Observation: Previous balance is due to subscription month billing in full, good payer

Action: No action taken. Notate "Normal monthly charges. Xfer balance not delinquent"

Observation: Previous balance is from Apple TV remaining balances being charged

Action: No action taken. Notate "Normal monthly charges. Apple TV balance transfer"