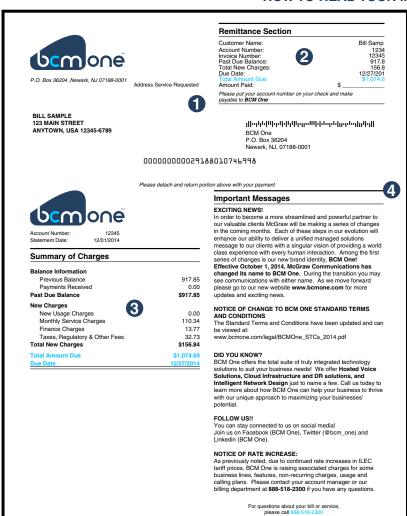
## **Terms and Conditions**

Invoices are payable by the payment due date. This due date is stated each month on the top front of your bill. It is important that payment is received before the due date so please allow 5 to 7 days for standard mail delivery. A 1.5% late fee will be charged on balances outstanding after the due date.

Failure to pay amounts that are due can lead to suspension of service. Reconnection after suspension for non payment can take up to 2 business days and requires payment of entire back balances, payment of \$500.00 for reconnection fee, and 1-month advance deposit all payable by certified bank check.

## **HOW TO READ YOUR INVOICE**



# **1** REMITTANCE SECTION

The Remittance portion should be removed and included with your payment in the envelope provided. Write in the amount enclosed in the space provided and indicate any address changes on the back of the coupon.

#### STATEMENT INFORMATION

Information about your billing statement date, billing period and your account number are covered in this section.

#### **SUMMARY OF CHARGES**

An overview of the current status of your account starting with Beginning Balance, Payments and Adjustments applied since your last billing and your Current Balance. The current month's charges are summarized by category with the Total Amount Due at the bottom.

#### 4 CUSTOMER MESSAGE

Watch this space for important information concerning your account and service.