



TULAROSA BASIN TELEPHONE COMPANY  
TULAROSA COMMUNICATIONS, INC  
PAYMENT POLICY



Sometimes telephone regulations cause billing and payment practices to be a bit confusing. The objective of this document 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 charges and assessment of the same. Following is an overview of 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 20<sup>th</sup> of the month due date; if the current month is still outstanding, a reminder (disconnect) notice will be mailed on the 21<sup>st</sup> 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 20<sup>th</sup>) 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 21<sup>st</sup> of the month for current charges.

Late charges.

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

Deposits on account

This company performs a personal credit check upon establishment of telephone or other services. Based on a scoring mechanism, a deposit may be required to install your requested service(s). All deposits received earn and receive interest. Refunded deposits and interest are credited back to your account upon establishment of good paying habits with this company or when services are disconnected. Good paying habits are defined as having no more than two late payments in a 12-month period.

General Overview

- Bills are dated the 1<sup>st</sup> of the month and due on the 20<sup>th</sup> of the month. Any payment received after the 20<sup>th</sup> will be assessed a late charge.
- Reminder notices are issued on the 21<sup>st</sup> 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(s). Timely received payments result in no issuance of a reminder notice.
- We encourage open lines of communication especially 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 we commit 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 in full must be paid, along with a reconnection charge. Further, we 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. Our customer service personnel attempt to provide open and honest lines of communication 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.