

CREDIT POLICY

1. Accounts are past due after the 20th of the current month.
2. An account that is set-up to make payment by automatic bank account deduction or automatic credit card payment will be paid on the 15th of the month or the next business day if the 15th falls on the weekend. Online payments can also be made by going to our website, www.platinumconnect.com.
3. A \$10.00 late fee will be assessed for all payments received in our office after the due date of the 20th of each month.
4. A disconnect notice will be sent around the 21st of the month if payment has not been received at that time. No further notice or contact will be made.
5. Should it become necessary to discontinue service due to non-payment, the entire past due balance and a \$25.00 reconnect charge must be paid in order for service to be reestablished.
6. A \$25.00 service charge will be applied for any returned checks or any returned payments made by ACH.
7. A \$40.00 service charge will be applied for any disputed credit card payment that is ultimately deemed to be a valid charge.
8. Any account which has had two returned checks will be put on a cash only basis. (Payments must be made by either cash, money order, cashier's check, or by credit card.)
9. Credit card payments will not be allowed on any account where the monthly recurring charge is over \$500.00.
10. Telephone calls stating that payments have been mailed will not be considered payment of account. Post dated checks are not acceptable.
11. Any equipment installed at the customer premise is the property of Platinum Connect. It is the responsibility of the customer to return equipment upon disconnection of service. If the equipment is not returned, the customer will be subject to the replacement fees detailed on Platinum's rate schedule which is available upon request.
12. All outstanding balances will be subject to processing through a collection agency or small claims court.