**CREDIT & COLLECTION POLICY**

Enforcing the credit and collection policy is one of the most unpleasant necessities of running a

telephone company. Each month there are customers who do not pay their bill within the needed timeframe and our policy requires us to disconnect those accounts until the amount is paid.

In order to assist with collections issues for both the customer and the company, we have made available several payment options. We allow customers to have their payments set up on an automatic bank deduction or an automatic credit card charges. We also allow one-time use of both services. Customers can call our office to set this up or use our internet website ([www.venturecomm.net](http://www.venturecomm.net/)) to set these options up themselves. In addition, the back of the monthly payment stub has the paperwork to set up automatic payment options.

VENTURE COMMUNICATIONS COOPERATIVE has established a series of credit ratings as follows:

A ( 901 – 1000 points) – A customer who has established an excellent credit rating with us.

B (600 – 900 points) - A customer who has established a good credit rating with us.

C (400 – 599 points) – A new customer or someone who has established a fair credit rating.

D (0 – 399 points)– A customer who often does not submit their payment within a timely manner.

Customers have opportunities to increase their credit rating/credit points by making payment by the established due date. Credit ratings will be impaired if we are required to send a final notice to a

customer, we receive a check that is returned due to insufficient funds or if we are required to

disconnect a customer’s services.

An example of our billing and collection policy for an unpaid account is shown below:

August 12 – Bills dated 8/12/18 are sent to customers

September 5 – Late fees of 1.5% are applied to all amounts owed on C & D accounts.

September 12 – Bills dated 9/12/18 are sent to customers and a reminder notice for the unpaid

balance is stated on the bill.

September 24 – A final notice is sent stating the account will be disconnected if payment

arrangements are not made and the account is not paid by October 2.

October 2 – Accounts are reviewed for possible disconnection.

**DISCONNECT GUIDELINES**

Any “A” or “B” account owing more than $500 or that has not made a payment in three months will be reviewed for possible disconnect.

Any “C” account owing more than $300 or that has not made a payment in three months will be

reviewed for possible disconnect. A new customer who has not made a payment in their first two months of service will also be reviewed for disconnect.

Any “D” account owing more than $50 past-due with no payment arrangements in effect (or missed payment arrangements) will be subject to disconnect.