

# **\*\*\* 2018 IMPORTANT INFORMATION!!! \*\*\***

**This information Supersedes all Agreements and User Agreements made prior to Jan 1, 2018.**

**Service Call Deductible:** Recently we have had some customers complain about this charge, so we are once again informing everyone that this policy has not changed in nearly 5 years and applies to every customer. Service Call Deductibles are \$35 every time a technician visits a location unless notified beforehand. We do not profit from service calls, in fact, service calls cost us an average of \$52 each time a technician visits a location. Many companies build service call fees into monthly bills for customers, however, we do not feel this is fair practice on our part; due to some customers having multiple service calls in a year and others having none over 5 years. The \$35 Service Call Deductible must be paid to your technician before any work is performed. If you do not have cash or a check handy, the technician can take your credit or debit card information and have it processed over the phone.

\*If equipment is leased, it is a lifetime lease. Equipment includes the dish, the line/cable, the black power injector box, and if you have a router supplied by StarCom that would be covered under lease as well. If equipment is leased it is covered for repair or replacement due to malfunction at all times, regardless of age. The only cost to you would be the \$35 Service Call Deductible for a technician to visit your location to replace or repair the equipment.

\*If you chose to purchase the equipment, it is covered under warranty for 1 year. If during that 1-year warranty a piece of equipment malfunctions, it would be repaired or replaced for a \$35 warranty deductible and a \$35 service call deductible (\$70 total) for a technician to visit your location to replace or repair the equipment. If any piece of equipment malfunctions or experiences equipment failure after the one-year warranty period is up, you would be responsible for the entire full price replacement cost of the broken portion of the equipment in addition to a \$35 Service Call Deductible for a technician to visit your location to replace or repair the equipment.

**How Auto Pay Works:** Often times customers are confused about how auto pay works. Automatic payments are a pre-billing which is deducted from your card on the 25<sup>th</sup> of every month, prior to invoices being printed on the 1<sup>st</sup> of the following month, so when we run invoices on the 1<sup>st</sup> of the month the payments apply. For example, on 01/25/2018 your monthly invoice amount would be deducted from your credit or debit card and that will be for your 02/01/2018 invoice. **When the autopay form is received in our offices a one-time payment will occur to cover any outstanding or current balance in order to start autopay.** Once your account is started on autopay you will get a bill in your email each month because you are on emailed automatic payment billing, so you no longer receive a paper invoice. On the 1st of every month, an invoice will be generated and emailed to you, saying you owe your monthly bill amount. If your account is on Autopay or paid yearly, please be sure to open the attached PDF to ensure your bill is paid and the account balance is at \$0.00. If it doesn't show a negative balance or a \$0.00 balance then you should contact us because that means the credit or debit card on file was not charged.

**Declined Auto Payments:** There will be a \$10 service fee for ALL declined automatic payments. We have been very lenient on this issue in the past however as things become more automated charges get automatically added. If your card number changes or the card expires you must contact us as soon as possible to update information to avoid a \$10 service fee.

**Account Credits:** To receive a credit for any reason you need to make a payment in full, including the portion you are disputing, and submit a credit request form that can be obtained on our website. Like many other companies, equipment failure at the customer's location is not a just cause for a credit because the fault is due to equipment failure, not the company, and a credit will not be issued for time internet service has been lost due to equipment failure. [www.StarComWI.com](http://www.StarComWI.com)

**Due Date / Past Due:** Payments are due in our offices by the 16<sup>th</sup> of each month, as the invoices say "Net 15" for the bill due date. Mail is checked on Monday/Wednesday/Friday and deposits are emailed to the billing office every Friday to be posted to customer billing accounts. There will be a \$20.00 + tax Late Fee automatically applied to any accounts that we do not receive payments for by the last business day of the month (Monday-Friday, weekends & holidays do not count as business days).

If your account has a Pink Slip disconnection notice on it, there is no leeway given and if payment in full, including current month, is not received by the 16<sup>th</sup> your service will be disconnected and your account will receive a \$20.00 + tax Late Fee on the current months invoice and a \$25 + tax reconnection charge. We do take credit and debit cards over the phone and you can also stop into our retail location located at 1107 N. Shawano Street, New London to make a payment. We have been very lenient on this issue in the past but it is consuming much of our staff's time dealing with past due accounts, so these charges will be strictly enforced starting 01/01/2018.

**THANK YOU FOR YOUR LOYALTY & CONTINUED SUPPORT TO STAR COMMUNICATIONS LLC!**

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