

Please take note of some very important changes for 2020 and previous reminders for your reference.

Effective January 1, 2020: Outagamie County sales tax has increased by 0.5%. For our customers located in Outagamie County, nothing has changed on your invoices from Star Communications because our prices have always included all sales tax.

Effective January 1, 2020: We have recently updated our pricing structure for year in full payments. If you pay your account on a year in full basis, please be aware that when your current year in full credit runs out your account will be updated to the new pricing structure, which means you get 12 months of internet service for the price of 11 months of internet service (excluding leases).

Previous information that is important to note moving forward:

Effective since 01/01/2017: There is a \$10 decline fee for ALL declined automatic payments. 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. If your Autopay declines on the 25th of the month for any reason your account will incur the \$10 decline charge.

Effective since 01/01/2017: If your account is not on Autopay, payments are due in our offices by the 16th of each month. 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 9am-5pm, weekends & holidays do not count as business days).

Effective since 01/01/2017: If your account has a Pink Slip disconnection notice payment in full, including current month, must be received by the 16th otherwise your service will be automatically disconnected and your account will receive a \$20.00 + tax Late Fee on the current month's 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.

Effective since 01/01/2017: 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.

Effective since 07/01/2019: Service Calls are \$50.00 every time a technician visits your premises. Payment in full is due to the technician at the time of the service call.

Thank you for your business, we appreciate it very much.

WEBSITE: www.StarComWI.com

BILLING: Billing@StarComWI.com

TECHNICAL SUPPORT: Support@StarComWI.com

NEW SALES: Sales@StarComWI.com