



New Changes for 2021

- Plans \$47 /month or less will be getting a price Increase.
- New Auto Pay Forms Needed before December 25th..
- We can now accept checks electronically for payments and auto pay.
- Pay Invoices Online
- Year in Full customers will get 1 invoice per year (No monthly Invoices).
- Invoices are due the 16th of the month (always have been).
- New drop boxes for 24 hour payment drop off.
- New Network Status & System Updates.
- New E-mail system.
- Service Call Fee's

Packages \$47 per month or less:

In 2019 a major upgrade was done to the network that resulted in network load under 50 percent and was suppose to last 5+ years before more upgrades would be needed. In 2020, due to coronavirus, the number of people working from home, virtual learning, video conferencing, and additional streaming video caused our network load to increase to over 85 percent within 2 months, which resulted in additional system upgrades needed. Due to all the upgrades, we were able to handle the increased demand quite gracefully compared to some other providers who are still having problems to this day. Unfortunately due to this, the cost to operate has increased drastically. To allow us to continue to provide the highest quality Internet possible anyone on a \$47.00 per month or less package will have a price increase effective December 28, 2020, to \$57.00 month. If your old package is the 3 Mbps service your speed will be upgraded automatically at the time of price increase. The new price is guaranteed until January 1, 2023.

Autopay Customers:

Our billing system is changing and all customers Debit / Credit card information who are on autopay has to be updated since card numbers are not kept on file. If you are on autopay a new automatic payment form will need to be filled out and submitted. The new form can be found and submitted here: <https://www.starcomwi.com/fileupload.php>. If your credit card information needs to be changed or updated at any time in the future, it is important that you fill out and submit a new autopay form. As a reminder, there is a \$10 fee automatically added to accounts each time an automatic payment is declined, regardless of the reason for the decline.

Now Accepting ACH (Electronic Checks):

Our new billing system accepts ACH's directly from your checking or savings account, customers are encouraged to use this method due to it being more reliable, more secure, and checking accounts not having expiration dates like credit cards. ACH processing is also more affordable and helps us keep costs down so rates remain as low as possible.

Pay Invoice Online:

Customers billed by email invoice will be able to pay online by credit card or checking account by simply clicking the "Pay Invoice" link in the email.

Year in Full Customers:

Pricing structures have been updated for year in full payments in 2020. 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. The new year in full price structure is 12 months of service for the cost of 11 months (excluding leases). With the new billing system you will no longer get monthly statements showing your credit balance. You will receive one invoice yearly when it is time to pay your next yearly bill.

Due Date / Past Due: If not on autopay, payments are due in our offices by 5:00 pm on the 16th of each month. When the 16th falls on a weekend or holiday the current balance would be due the business day prior to the 16th. There is an automatic \$20.00 + tax late fee applied when payments are received after 5 pm on the 16th of the month. If you receive a pink slip disconnection notice, payment in full including the current month must be received by the 16th otherwise your service will be disconnected. Your account will receive a \$20.00 + tax Late Fee on the current month's invoice and a \$25.00 + tax reconnection charge.

24 Hour Payment Drop Boxes:

Drop boxes for 24 hour payment will be installed in Weyauwega & New London so that customers can drop payments off at their convenience. Payment must be received in the drop box before the end of the business day on the 16th to ensure there are no late charges as described in the due date / past due section of this letter. Locations of drop boxes will be on website on the "contact us" page.

Network Status Updates:

In the event of an outage information will be posted on the "Network Status" page on our website.

When there is an outage message on our phone system we are providing you with all known information at that time. Do not stay on the phone to talk to a representative to get more information as they will have no more information that they can provide. Please call back in 1 hour intervals to check for message updates or keep track on website. When a tower is offline on the network status page, every technician in the company gets notified every 15 minutes until the issue is resolved there is no reason to call if a tower is showing offline on the network status page.

E-mail Notification System:

A new email management system has been implemented to communicate with our valued customers faster and more efficiently.

Service Call Fee:

This policy has not changed in 6 years and applies to every customer. Service calls are billed at \$50.00 service call fee every time a technician visits a location unless notified beforehand. Service calls are not profitable, in fact service calls cost us an average of \$72 each time a technician visits a location. Many companies build service call fees into monthly bills for customers. However, we don't find this to be a fair practice due to some customers having multiple service calls in a year and others having none over 5 years. Payment in full is due to the technician at the time of the service call.

Thank you for your business,
The Star Communications LLC Team.

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