



Dear Member:

TCC sends out approximately 900 delinquent notices each month, with a cost to the Cooperative of over \$1,000 per month. We believe this expense could be reduced significantly, with the review and revision of our Payment Collection Policy which is provided on the backside of this letter.

Effective with the August 2018 monthly statement, TCC will be assessing a \$2.00 penalty fee for full payment not received by the 15th of the month.

We thank you, as a Member, for helping us reach this goal to reduce this expense to the Cooperative. We would like to compliment and thank the majority of our customers for your prompt payment. We appreciate your business and loyalty to TCC.

Sincerely,
Tri-County Communications Cooperative, Inc.

TCC PAYMENT COLLECTION POLICY

- TCC monthly statements are processed and mailed so that they reach the subscriber by the 1st of each month and are payable in full by the 15th of that month.
- If payment is received after the 15th of the month, a \$2.00 penalty fee will be assessed to the Member's account.
- Around the 25th of the month, a Reminder Notice is sent out to those that have not paid, which reads:

“According to our records, as of XX/XX/XX your service has not been paid. If you have already sent your payment, please disregard this notice. If your account is not paid in full by XX/XX/XX, your service(s) will be disconnected. Please submit your payment to us or contact us if there are any questions. The information contained on the reverse side hereof is an important part of this notice.”

The reverse side reads:

DISCONNECTION INFORMATION

Please contact us at once, in person or by telephone if:

1. You dispute this notice of delinquent account.
2. You wish to negotiate a deferred payment agreement.
3. Any resident in your household is seriously ill.
4. There are other extenuating circumstances.

IMPORTANT

When service has been disconnected, restoration of service requires:

1. Settlement of account.
2. Payment of \$35.00 reconnection charge per account.
3. A satisfactory deposit may be required to cover future bills.

Please return your bill with payment to Tri-County Communications Cooperative, Inc. to the address shown on the bill. If this account has been paid, please notify our office at once.

Should you have questions concerning this notice, please call:
715-695-2691, 715-985-3101, or 800-831-0610.

- We will make a reasonable effort to contact the customer prior to disconnection, however, if you cannot be reached by telephone or if we do not hear from you, disconnection will result.
- Upon payment of your overdue account, plus the \$35.00 reconnection charge per account, your service(s) will be reconnected.
- Reconnection by your cooperative will be done as soon as possible after payment is received, but only during normal working hours.