Board Policy No. 108

Services Collection Policy

1. Monthly billing

All basic charges for telephone and internet service (s) will be billed to the subscribers on a monthly basis. Statements may be mailed to the subscriber within the first week of the month. Service charges are billed one month in advance. The statement is due when received and becomes delinquent if not paid by the **25th** day of the same month, by 4:30pm.

2. Late payment

In the event that payment has not been received by the **25th** day of the **SAME** month in which service is rendered, a **$10.00** fee will be charged to the delinquent account.

3. Service Disconnect for Nonpayment

If the past due amount on the delinquent account is not paid in full by the **15th** day of the following month in which service was rendered, service will be subject to complete disconnection on the 16th. Unless the 16th day falls on a Friday, holiday or weekend, then disconnection will occur on the next working day.

a. Any and all Internet services may be disconnected, including but not limited to access, e-mail and websites.

4. Reconnect charges

Any account that is subject to disconnection will be assessed a **$25.00** minimum reconnection fee for each service. If a site visit is necessary, additional site visit fees may apply. Full payment, plus the reconnection fee, must be paid before the service(s) will be reconnected.

5. Non-sufficient fund checks (NSF)

A $30 returned payment fee will be assessed for any payment returned, due to non-sufficient funds (NSF), frozen or closed bank accounts, or any other reason resulting in funds not being successfully processed.

- Account with past due balance
  - If a returned payment is applied to a past due account, services will be immediately disconnected.
  - To restore services, the customer must pay all of the following in full:
    - The account balance in its entirety
    - $30 returned payment fee
    - $25 reconnect fee
  - Services will not be reconnected until full payment is received and processed.

- Account with current balance

- If a returned payment is applied to an account with a current balance, the $30 returned payment fee will be added to the account balance and will show on their next bill.
- Services will remain active, provided the account does not become past due as a result of the returned payment.

6. Post dated/hold checks

Management and employees of Valley are not authorized to accept postdated/hold checks under any circumstances. Post dated/hold checks are not considered legal tender and will be returned to the subscriber.

Adopted: November 16, 1995
Revised: May 22, 1996
Revised: May 25, 2000
Revised: March 20, 2003
Revised: April 19, 2006
Revised: April 24, 2007 – Effective July 1, 2007
Revised: January 26, 2010
Revised: June 28, 2011
Revised: August 30, 2022
Revised: May 28, 2024
Revised: March 4, 2026