

# ABOUT YOUR BILL

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<b>How you are Billed</b>	Charges for local service and equipment are billed one month in advance. Repair charges and Long distance calls (up to 3 months before some long distance calls show up on your bill) are billed after they have been made.
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<b>How, When, and Where to Pay Your Bill</b>	<p>We do require payment from all customers monthly. Our bills are mailed by the 1st of each month and due by the 15th of each month. If your bill is not paid on time or acceptable arrangements made your services may be disconnected and you will be required to pay <b>all</b> past due amounts plus a reconnection fee.</p> <p>Installation cost will vary with the needs of your service. There are many steps involved in installing your services and not every customer will need each step. The amount of work needed to install your services will depend on the type of facilities and services you want.</p> <p>Your payment due date is at the top of your bill. Your payment is considered past due if it is not paid <b>before</b> that date.</p> <p>You can mail your payment, pay in person, use auto bank deduct, pay with debit/credit card, or pay on-line. There is a charge for each returned check, rejected auto bank deduct, or auto debit/credit card.</p> <p>You can save time if you send or bring you billing stub with your payment. FOR AFTER HOURS there is a "Drop Box" located on the West side of the Telephone office.</p>
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<b>Avoid Disconnection of Services by Paying on Time</b>	If your payments are not received by the due dates, your services may be disconnected and a charge to reconnect will apply, please read your late notice for the disconnect dates.
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<b>How to Get Your Service Restored</b>	Payment of all past due charges may be required before your service can be reconnected, and you will be charged a reconnect fee. You may be asked to pay a deposit as well.
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<b>THIRTY (30) DAY DISPUTE POLICY</b>	Check your bills monthly! The customer has thirty (30) days from the <u>Date of Your Telephone Bill</u> to notify, either verbally or in writing, Hinton Telephone Co of a credit and/or any billing dispute.
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<b>900 Billing Disputes or Inquiries</b>	A toll free number will appear with the call detail on your telephone bill. You have 60 days from the date of the bill to dispute a 900 billing error. You have the right to withhold payment of the disputed 900 charges during the billing error review. No collection activity for disputed 900 charges will occur while the charges are under investigation. After investigation, it is determined determined that the disputed 900 charges are legitimate, the long distance carrier or the information provider may proceed with outside collections against your account for non pay payment of these charges. Your local and long distance service cannot be disconnected for non of 900 charges. Failure to pay legitimate 900 charges may result in involuntary blocking of access to 900 services. To request access to 900 service is available upon request from your local exchange carrier free of charge.
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<b>Closed Captioning Concerns</b>	CALL: 405-542-3211, FAX: 405-542-3131, EMAIL: <a href="mailto:hintoncatv@hintonet.net">hintoncatv@hintonet.net</a> , OR see Hinton CATV Co website: <a href="http://www.xstreamservices.com">www.xstreamservices.com</a> MAIL: Jason Doughty, Secretary/Treasurer PO Box 70 Hinton, OK 73047-0070
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<b>DSL INTERNET CUSTOMERS</b>	IF YOUR TELEPHONE SERVICE IS DISCONNECTED FOR ANY REASON YOUR DSL SERVICE WILL ALSO BE DISCONNECTED AND PENALTIES MAY APPLY.
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Visit our website at: [www.xstreamservices.com](http://www.xstreamservices.com)