



## **IMPORTANT NOTICE FROM OTELCO—BRINDLEE MTN DIVISION PLEASE READ CAREFULLY**

**As of October 1, 2017 Otelco will be making several changes to your billing cycle. These changes are in preparation for a new billing system that we will be converting to sometime next year. Please read the following points carefully.**

- Your local service bill dates will change to the first of the month to the last day of the month. Because of this change, your October 1, 2017 bill will have an additional 7 days charges for local service, August 25 through September 30th. After that, your bills will be on a 1 month cycle again.
- Currently your long distance calls are billed from the 16<sup>th</sup> of the month through the 15<sup>th</sup> of the next month. Beginning on October 1<sup>st</sup>, your long distance calls will be billed by the calendar month. Because of this, your October bill will have an additional 15 days long distance calls on it, August 16<sup>th</sup> through September 30<sup>th</sup>. After that, your bills will be on a 1 month cycle again.
- Beginning in October, rather than receive your bill on or around the 1<sup>st</sup> day of the month, you will receive it on or around the 7<sup>th</sup> of the month.
- If you take advantage of Auto Deduction to make your payments, the deduction date will move from the 10<sup>th</sup> to the 15<sup>th</sup> of the month (or the first business day after).
- The new due date for your bills will be the 5<sup>th</sup> of the following month. For example, your October bill will have a due date of November 5<sup>th</sup>. If your bill is not paid by that date, a late fee will be assessed.
- If your bill is not paid by the 5<sup>th</sup>, you will be sent a second notice advising you of the last day to pay before the service is disconnected. Once the service is disconnected there will be a reconnect fee for each of the subscribed services.

**Thank you for your patience as we work through these changes. If you have any questions or concerns, please call our office at 866-471-7888. One of our friendly customer service representatives will be happy to assist you.**

