



REVISED LATE NOTICE POLICY AS OF 6/1/2018

In the past, Coast Communications has been exceedingly lenient with our late customers. This has become a financial burden to our business, both in revenues lost and in costs incurred. We can no longer continue to incur these costs for delinquent customers.

As we move forward a notification will be emailed to customers approximately 2 weeks after the payment due date. If you do not currently have an email with us, you may register on on-line through our new customer portal. <https://mybroadbandaccount.com/CoastCommunications> You may also opt to have notifications sent by text message.

For the next few months, we will continue to send letters to those who do not have email or text messaging set up. After that time, we will no longer mail letters to our late customers.

If payment is not received by 30 days past the due date, all equipment will automatically shut off in a "soft" disconnect and a \$10 late fee will be assessed. If payment has not been received within one week of the soft disconnect date, service will be physically disconnected, and a \$30 reconnection fee and one business day will be needed to reactivate service.