

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. This has required us to amend our late notice policy.

## REVISED LATE NOTICE POLICY AS OF 2/21/2024

We no longer physically mail letters out or call our late customers. If payment is not received by the 20<sup>th</sup> of the following month, all equipment will automatically shut off in a “soft” disconnect status until the past due is paid. A \$10 late fee will be assessed if payment has not been received by the 26th. If payment has not been received by the 1<sup>st</sup> of the month, following the soft disconnect, the account will be scheduled for Non-Pay Disconnect (NPD.) If the account gets to the NPD status, then a \$45 reconnection fee plus the past due amount plus one month of service needs to be paid prior to reconnection of services.

You may pay by check, money order, cash (in office only), bill-pay, or by debit or credit card. If you'd like to pay on our website please go to:

<https://mybroadbandaccount.com/CoastCommunications>

To receive late pay notifications, you may opt into text message notifications by calling (360) 289-2252 x3.

Thank you,

-Coast Communications