



Special Collections Procedures – Louisiana Customers (telephone service only) (effective July 16, 2020)

The Louisiana Public Service Commission has mandated the following concerning disconnection of telephone service for Louisiana customers after 7/16/20:

- Disconnection may commence for non-payment of balances on bills rendered after 7/16/20.
- The company is only allowed to collect for principal balances accrued between 3/13/20 and 7/16/20.
- Balances accrued between 3/13/20 and 7/16/20 will not incur late fees or interest.
- Customers are eligible for a payment plan which allows them to pay all amounts in arrears by equal, affordable monthly payments over an extended period of time.
- Residential customers may extend payment over a period of up to 12 months.
- Payment plans will be determined on an individual case basis as approved by the Collections Department and Regional Managers for residential customers and by the VP of Commercial Marketing for commercial customers.
- The Company will not make any negative credit report against customers who accrued arrears between 3/13/20 and 7/16/20.

Otherwise, standard collection procedures will apply.

