

\$ Billing Policy

Wiatel bills go out on the 1st of the month and are DUE BY 4:30pm on the 28th of the month. Any payments received after 4:30pm on the 28th are considered delinquent and an additional 1.5% will be added to the total bill. Accounts that remain UNPAID BY 4:30pm on the 28th of the month (even if the 28th falls on a weekend or holiday) are subject to disconnection; allowing only Emergency 911 calls until a reconnection fee of \$26.75 per service and the amount of the bill is paid. Disconnection will occur on the third time that payment is received after the 28th at 4:30pm. There will be a \$20 charge for all returned checks.

\$ Billing Options

WIATEL offers many ways to meet your bill-paying needs. If you have any questions call our office 944-5711

- Mail in your payment or drop it off at our Lawton office. A drop box is located on the South side of our Lawton office between the street and our parking lot
- Drop payment off at the Solution Center at 217 Main St. Merville
- Pay by phone with credit/debit card, call 944-5711 or 873-5711 You can also fill out the back side of you bill and send it in
- Sign up for Automatic Bank Deduct by calling 944-5711
- Pay on our website www.wiatel.com by signing up for eBill (follow the instructions below)

eBill Instructions:

You must have your current WIATEL Invoice and amount due for the initial set up of eBill

- Once you have that information, go to our website www.wiatel.com
- Click on eBill on the menu at the top of the page
- Click Sign Up, enter invoice number and current bill amount
- Enter what you would like for a user name and password
- A confirmation email will be sent to your email address entered
- Click on the link sent to your email account to confirm set up
- Your account is now set up, return to our website and the eBill page and sign in with your user name and password
- Once logged in, you will be able to pay your bill • view your bill (current and past) • print bill(s) • set up

\$ Billing Fee Notices

There will be a \$20.00 charge for all returned checks

SPECIAL DEPOSIT POLICY: Special deposits are kept for a minimum of 1 year. An interest rate of 2% is paid on all special deposits. The deposit will be returned only after 1 year of prompt payments made before the 20th of each month, or after one year when an adequate amount of capital credits has been allocated to your account. The deposit is returned by crediting your telephone billing account. If you discontinue service while we are holding a deposit, the deposit will be credited to your final bill. If there is a credit balance, you will receive a check for the balance.