# Convenience Fees and Processing Times- Article no. 1869

## Introduction

When a **payment center** is **closed** for unforeseen events:

- Any payment center **drop box payments** are applied by next business day

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**Important Notes**:

- IVR balance updates the **next business day *after*** the payment has **processed**
- Secure a **Preferred Email Address *before*** taking a payment **over the phone**
- **Web Chat Bot** provides assisted payments to a **MOP on file**. No Selfcare registration is necessary
- **Western Union** takes **cash only**, using the **blue section** of their **pre-paid form**
    - **enTouch TX**: client name is **enTouch Systems**
    - **Grande TX:** client name is **Grande Communications**
    - **DC Metro, IL, MA, NY, PA:** client name is **RCN Telecom Services**
    - **CA, OR and WA:** client name is **Wave**
    - **CA: San Luis Obispo, Los Angeles, San Jose (Site 48, Co 29**

**- Digital West): NA**

- Some **3rd party online bill pay** banks list RCN's **client name** as **RCN ICOMS**
    - **enTouch TX:** client name is **enTouch Systems**
    - **Grande TX:** client name is **Grande Communications**
    - **CA, OR and WA:** client name is **Wave**
    - **CA: San Luis Obispo, Los Angeles, San Jose, CA** (Site 48, Co 29 - Digital West): **NA**
- If a customer **mails** a payment to the **Chicago** local office, instead of the Lockbox Payment address, a **$9.95 fee applies**

## Resolution Steps

Any applicable tax is applied to the convenience fee for one-time payments

| Ways to Pay | Convenience Fee Residential and Business Solutions | Processing Time |
|---|---|---|
| AutoPay | None | Immediate on due date |
| MyRCN | $1.00 | Immediate |
| RCN Mobile App | None | Immediate |
| MyGrande / My Account-enTouch | $1.00 | Immediate |
| Grande Mobile App | None | Immediate |

| | | |
|---|---|---|
| MyWave | $1.00 | Immediate |
| Wave Mobile App | None | Immediate |
| Web Chat Bot Assisted | $2.95 | Immediate |
| IVR | $2.95 | Immediate |
| Agent Over the Phone | $9.95 | Immediate |
| Bank / Credit Union | None | Immediate, once received |
| Local Office | None | Immediate |
| Online Token Payment | $1.00 | Immediate |
| Payment Center | None | 3 Business Days |
| HEB (Grande TX) | $1.00 | 3 Business Days |
| Western Union | $2.95 | 3 Business Days |
| US Mail | None | 10 Business Days |
| Digital West | Currently no fees charged | |

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