

Convenience Fees and Processing Timeframes- 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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