

# Deferred Phone Billing Arrangements-3540

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## Introduction

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### Deferred Phone Billing Arrangements

#### Business Rules:

- Refers to **phone service only**
- One deferred arrangement per calendar year
- Must have a delinquent balance of **\$100.00 or more** in **Local Phone, AR** bucket **100**
- Must have **active service** with our company at least **6 months**
- Must not be past due as a result of NSF check (insufficient funds) or declined credit card payments
- Phone service cannot be completely disconnected
- Request must be made by the customer. **Must not be offered**
  - Information regarding deferred arrangements is available on the customer late notices
- **25%** of the total phone balance must be paid to begin the Deferred Billing process. A larger payment is encouraged
  - Deferred Arrangements begin when the customer pays the down payment and a Deferred Arrangement letter is mailed

## Additional Information

- Deferred Billing Arrangements can be made for an additional 3-12 months for the phone service only
- During this time period the customer is required to pay their entire current balance in addition to the deferred arrangement amount
- If payment arrangements are broken, customer will not be eligible to establish additional deferred arrangements
  - We have the right to cancel service pending payment of total balance
- All additional lines of business and additional services are disconnected with the exception of the customer's phone service

## Resolution Steps

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1. When a customer requests deferred phone payment arrangements, take a payment for **25% of the balance due**
2. Set up a 2 day **promise to pay** using [How to Make Payment Arrangements](#).

Let the customer know they will be downgraded to local phone only

3. Route a case to **Financial Services** with customer contact information

<b>Record Type</b>	Non Technical
<b>Customer Interaction Reason</b>	Financial, Payments and Refunds
<b>Customer Interaction Reason Detail</b>	Payment Arrangement / Grace Period

<b>Case Reason</b>	Request to Keep Phone Service
<b>Destination Queue</b>	Financial Services (FS)
<b>Notes</b>	Financial Services will discuss the details of deferred phone payment arrangements with the customer and downgrade the account as needed

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=297>