Deferred Phone Billing Arrangements-3540

Introduction

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

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

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

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

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