

## **SNOWBIRDS & SUMMERBIRDS**

**GOING SOUTH FOR THE WINTER? GOING TO THE COTTAGE FOR THE SUMMER? IF YOU ARE GOING AWAY EVEN FOR A MINIMUM OF 1 MONTH TIME, CALL AND HAVE YOUR SERVICE PUT ON VACATION WITH NO DISCONNECT/RECONNECT CHARGES.**

## **CONTRACTS FOR EQUIPMENT RENTED FROM NOR-DEL CABLE**

**WHEN A CUSTOMER IS HOOKING UP TO OUR TV OR INTERNET SERVICES, A CONTRACT IS SIGNED BY THE INSTALLER AND THE CUSTOMER. THE CONTRACT EXPLAINS THAT THE CUSTOMER AGREES TO RETURN THE EQUIPMENT IN GOOD WORKING CONDITION IF THEY CHOOSE TO CEASE THEIR SUBSCRIPTION. SHOULD THE MODEM OR RECEIVER BE RETURNED TO US DAMAGED, AS SOLELY DETERMINED BY NOR-DEL, THE CUSTOMER ACKNOWLEDGES THEIR RESPONSIBILITY FOR ALL REASONABLE RESTORATION COSTS. SHOULD A CUSTOMER FAIL TO RETURN THE MODEM OR RECEIVER, NOR-DEL SHALL HAVE THE RIGHT TO TAKE WHATEVER STEPS NECESSARY, INCLUDING BUT NOT LIMITED TO LEGAL ACTION, TO RECOVER OR BE COMPENSATED FOR OUR PROPERTY. ALSO CUSTOMER IDENTIFICATION IS REQUIRED ON ALL CONTRACTS, EITHER A DRIVER'S LICENSE OR BIRTH CERTIFICATE.**

**THE TERMS OF OUR CABLE SERVICE AGREEMENT CAN BE FOUND ON OUR WEBSITE AND WORK ORDER LEFT WITH YOU DAY OF INSTALL.**

**Internet Technical Support 1-866-549-1366  
www.nor-del.com**

## **Provisions of Service and Policies**

**1/ ALL SERVICES ARE TO BE PROVIDED THROUGH A SIGNED REQUEST FROM CUSTOMER**

**2/ ALL SERVICES SHALL HAVE A MINIMUM SUBSCRIPTION PERIOD AND CHARGE OF ONE CALENDAR MONTH WITH THE EXCEPTION OF INITIAL SERVICE REQUESTS OR UPGRADES WHICH WILL INCUR COSTS PRORATED TO THE END OF THE MONTH IN WHICH THE SERVICE IS REQUESTED, PLUS ONE CALENDAR MONTH AND ANY APPLICABLE INSTALLATION CHARGES.**

**3/ UPGRADE OF SERVICE MAY BE REQUESTED AND BEGUN DURING NORMAL BUSINESS HOURS AND BUSINESS DAYS DURING THE MONTH WITH SERVICES CHARGED AS IN #2 ABOVE.**

**4/ DISCONNECTION OF SERVICE AND DOWN GRADE REQUESTS MUST BE MADE ON OR BEFORE THE 20<sup>TH</sup> OF THE MONTH AND WILL BE EFFECTIVE ON THE LAST DAY OF THE MONTH REQUESTED.**

**5/ AS NOTED IN #2 ABOVE, THE MINIMUM SERVICE CHARGE IS ONE CALENDAR MONTH FOR ANY SERVICE. NO CREDIT WILL BE ISSUED FOR PARTIAL MONTH SERVICE NOT USED BY SUBSCRIBER (EARLY TERMINATION REQUEST).**

**6/ PAYMENT FOR SERVICES PROVIDED BY NOR-DEL CABLE ARE DUE BY THE 15<sup>TH</sup> OF EACH MONTH IN WHICH THE SERVICE IS PROVIDED. ANY SERVICE NOT PAID BY THE 15<sup>TH</sup> MAY BE SUBJECT TO AN ADMINISTRATIVE CHARGES. ANY SERVICE CHARGE NOT PAID BY THE 15<sup>TH</sup> OF THE SECOND MONTH, IN WHICH THE SERVICE IS PROVIDED WILL HAVE THE SERVICE INTERRUPTED UNTIL RESOLVED.**

**ANY SERVICE CHARGES REMAINING OUTSTANDING ON THE 15<sup>TH</sup> OF THE 3<sup>RD</sup> MONTH SHALL CAUSE THE SERVICE TO BE TERMINATED AND INITIATE PROCEDURES FOR THE COLLECTION OF THE OUTSTANDING AMOUNTS PLUS ANY CHARGES INCURRED TO RECOVER AMOUNT OWING.**

**7/ THE SERVICE SUBSCRIBED AND PROVIDED BY NOR-DEL CABLE IS FOR THE SOLE AND SINGULAR USE OF THE SUBSCRIBER OF RECORD AND CANNOT BE EXTENDED, KNOWINGLY OR UNKNOWNLY, TO ANOTHER PARTY. NEITHER WILL THE SUBSCRIBER CHANGE OR ALTER, OR ALLOW A THIRD PARTY TO CHANGE OR ALTER ANY CABLE OR CONNECTION ASSOCIATED WITH THE SERVICE PROVIDED BY NOR-DEL CABLEVISION.**

**8/ ALL SERVICE REQUESTS, ASSOCIATED WITH NOR-DEL PROVIDED SERVICES, ARE TO BE DIRECTED TO THE SERVICE DEPARTMENT OF NOR-DEL CABLE, SHOULD THE FAULT BE RELATED TO A FAULT OR FAULTS IN NOR-DEL PROVIDED SERVICES, THE FAULT WILL BE CORRECTED AT NO CHARGE TO THE SUBSCRIBER, SHOULD THE FAULT, AS DETERMINED BY NOR-DEL PERSONNEL, BE THE RESULT OF ANY ACTION, AS NOTED IN #7 ABOVE, OR CAUSED BY THE OPERATION OR LACK THEREOF, OF SUBSCRIBER OWNED EQUIPMENT, APPROPRIATE CHARGES WILL BE APPLIED.**

**9/ NOR-DEL CABLEVISION LIMITED WILL EXERCISE DUE DILIGENCE TO MAINTAIN OPERATION OF IT'S CABLE PLANT AND FACILITIES TO PROVIDE SERVICE TO IT'S SUBSCRIBERS IN ALL COMMUNITIES SERVED. WHEN SERVICE MAY BE INTERRUPTED BY LOSS OF POWER DUE TO STORM, ACCIDENT OR UTILITIES MAINTENANCE. NOR-DEL CABLE WILL MAKE EVERY EFFORT TO PROVIDE ALTERNATE STANDBY POWER FOR IT'S EQUIPMENT, TO MAINTAIN SERVICE TO SUBSCRIBERS BEYOND THE POINT OF UTILITIES FAILURE. THIS EFFORT CANNOT BE CONSTRUED TO WARRANT OR IMPLY UNINTERRUPTED SERVICE FOR CONDITIONS BEYOND THE CONTROL OF NOR-DEL CABLEVISION LIMITED.**



## **NOR-DEL CABLEVISION LIMITED POLICY & PROCEDURES**

**296 MAIN ST E  
OTTERVILLE, ON N0J 1R0  
MAILING ADDRESS: PO BOX 340  
NORWICH, ON, N0J 1P0  
519-879-6527 OR 1-800-563-1954**

**IMPORTANT INFORMATION**  
**POLICY & PROCEDURES**

**BILLING:**

NOR-DEL CABLEVISION LIMITED ISSUES THEIR CUSTOMERS A BILL IN THE FORM OF A COUPON PACKAGE. CUSTOMERS WHO PAY MONTHLY WILL RECEIVE A NEW PACKAGE OF COUPONS. ALL YEARLY CUSTOMERS WILL RECEIVE COUPONS IN THE MONTH THAT THEY ARE DUE. ALL CUSTOMERS THAT CHANGE THEIR SERVICE WHETHER IT BE AN UPGRADE OR DOWNGRADE WILL GET A NEW BILL BEGINNING THE NEXT MONTH REFLECTING THE CHANGE IN SERVICE. EACH COUPON PACKAGE CONTAINS 12 STUBBS IN WHICH YOU MAY PAY YOUR BILL. IF YOU DECIDE TO PAY BY THE YEAR, YOU ARE RATE PROTECTED FOR THE YEAR PAID IN ADVANCE. IF FOR SOME REASON YOU DO NOT RECEIVE YOUR COUPONS OR IF YOU LOSE THEM, WE CAN ISSUE NEW ONES AT ANYTIME.

**PAYMENTS:**

YOU HAVE THE FOLLOWING OPTIONS FOR PAYING YOUR BILL: AT OUR OFFICE 296 MAIN ST E OTTERTVILLE OR MAIL IT TO PO BOX 340 NORWICH, ON N0J 1P0 IN THE FORM OF A CHQ OR MONEY ORDER. PRE-AUTHORIZED PAYMENT PLAN.....OUR COMPANY REQUIRES A COPY OF A VOID CHQ AND PAYMENT WILL AUTOMATICALLY BE WITHDRAWN ON THE **FIRST BANKING DAY OF THE MONTH.** YOU MAY PAY YOUR BILL AT THE BANK, ONLINE, TELEPHONE BANKING, VISA & MASTERCARD OR DEBIT AT OUR OFFICE. ALL PAYMENTS ARE DUE BETWEEN THE 1<sup>ST</sup> & 15<sup>TH</sup> OF EACH MONTH. PAYMENTS MADE AFTER THE 15<sup>TH</sup> WILL INCUR AN ADMINISTRATION FEE THAT WILL AUTOMATICALLY BE APPLIED TO YOUR ACCOUNT.

**IMPORTANT INFORMATION TO**  
**ACCOUNT HOLDER:**

IF ANYONE THAT RESIDES WITH YOU THAT IS IN COLLECTIONS WITH NOR-DEL CABLE, NOR-DEL HAS THE RIGHT TO TERMINATE YOUR ACCOUNT UNTIL THE DEBTOR'S ACCOUNT HAS BEEN CLEARED.

**ARREARS:**

IF YOU MISS YOUR MONTHLY PAYMENT AND GO INTO THE SECOND MONTH, YOU WILL RECEIVE A TWO-MONTH ARREARS NOTICE AS A REMINDER THAT YOUR PAYMENT IS DUE. THIS NOTICE WILL ALSO SHOW THE ADMINISTRATION CHARGE FOR THE PREVIOUS MONTH'S MISSED PAYMENT. THE NOTICE STATES THAT PAYMENT IS DUE BY THE 15<sup>TH</sup> AND IF PAYMENT IS NOT RECEIVED AT OUR OFFICE WILL BE DISCONNECTED ON OR ABOUT THE 20<sup>TH</sup> OF THE MONTH AND NO FURTHER NOTIFICATION WILL BE GIVEN. AFTER RECEIVING THE ARREARS NOTICE, **IT IS THE CUSTOMER'S RESPONSIBILITY TO CALL OUR OFFICE TO MAKE PAYMENT ARRANGEMENTS IF YOU CANNOT MAKE PAYMENT BY THE 15<sup>TH</sup> OF THE MONTH.** IF YOUR ACCOUNT HAS NOT BEEN PAID, AFTER BEING TERMINATED, A FINAL INVOICE WILL BE ISSUED AND YOU WILL HAVE 30 DAYS TO CLEAR YOUR ACCOUNT.

**OUTSTANDING ACCOUNTS**

ALL CUSTOMERS THAT HAVE OUTSTANDING ACCOUNTS WITH NOR-DEL CABLE, WILL BE CHARGED ADMINISTRATION FEES ON THE BALANCE STILL OUTSTANDING. AFTER THE 30 DAY PERIOD, YOUR ACCOUNT WILL BE FORWARDED TO OUR COLLECTION COMPANY AND ANOTHER \$20 ADMIN FEE WILL BE APPLIED FOR PROCESSING.

**COLLECTIONS:**

ANY CUSTOMERS THAT ARE FORWARDED TO OUR COLLECTION COMPANY WILL HAVE TO CONTACT THEM TO CLEAR ACCOUNT. JUST A REMINDER THAT WHEN ACCOUNTS ARE SENT TO COLLECTIONS, THIS DOES AFFECT YOUR CREDIT RATING WHEN YOU NEED A LOAN.

**REFUNDS:**

ALL NOR-DEL SERVICES MUST BE PAID FOR THE FULL MONTH. NO REFUNDS FOR PARTIAL MONTH CREDITS. ONCE SERVICE HAS BEEN TERMINATED, IF THERE IS A CREDIT ON THE ACCOUNT, A REFUND WILL BE MAILED BY THE 15<sup>TH</sup> OF THE FOLLOWING MONTH.

**NSF CHEQUES AND NSF PAC:**

ANY CHEQUE OR PAC THAT IS RETURNED TO OUR OFFICE WILL INCUR A \$20 NSF FEE. A NSF CHEQUE ON AN INSTALLATION IS AN AUTOMATIC DISCONNECT. NSF CHEQUE ON AN ARREARS PAYMENT IS ALSO AN AUTOMATIC DISCONNECT. ANY CUSTOMER THAT GIVES A NSF CHEQUE OR PAC WILL BE ISSUED A LETTER EXPLAINING THE RETURN AND THE AMOUNT THAT IS NOW DUE. A PAC CUSTOMER THAT HAS A ONE MONTH PAYMENT GO NSF IS GIVEN AN OPTION IN THE LETTER TO HAVE IT PUT THROUGH FOR THE FIRST OF THE MONTH WITH THE \$20 CHARGE AND WITH THE NEXT MONTH'S SERVICE. THEY MUST HOWEVER CALL THE OFFICE BY THE DUE DATE TO ARRANGE THIS. NOR-DEL RESERVES THE RIGHT TO REFUSE A CHEQUE OR PAC FROM ANY CUSTOMER HAVING AN EXCESSIVE AMOUNT ON NSF'S ON THEIR ACCOUNT AND REQUIRE PAYMENT BY CASH, MONEY ORDER, BANKLINE OR CERTIFIED CHEQUE FOR FUTURE PAYMENTS.

**SERVICE CALLS:**

IF YOU ARE HAVING TROUBLE WITH YOUR RECEPTION PLEASE DON'T HESITATE TO CALL OUR OFFICE. WE WILL SCHEDULE A SERVICE MAN TO COME TO YOUR HOME FREE OF CHARGE TO CHECK THE SERVICE. HOWEVER IF THE REASON FOR YOUR PROBLEM IS NOT RELATED TO EQUIPMENT INSTALLED BY NOR-DEL AND WAS INSTALLED BY SOMEONE ELSE, THE CALL IS THEN BILLED A SERVICE CALL FEE. ALWAYS REMEMBER TO CALL BEFORE YOU DIG, LOCATES ARE ALSO FREE OF CHARGE. ANY DAMAGE DONE TO THE CABLE TV LINES THAT HAVE NOT BEEN LOCATED WILL RESULT IN A SERVICE CALL FEE.

**TRANSFER OF SERVICE:**

IN THE EVENT THAT YOU MAY BE MOVING AND YOU NEED YOUR SERVICE TRANSFERRED, PLEASE CALL OUR OFFICE AND GIVE AMPLE TIME FOR US TO SCHEDULE YOU IN TO AVOID DISAPPOINTMENT. TRANSFERS OF SERVICE ARE FREE IF WE RECEIVE AT LEAST ONE WEEK'S NOTICE. IF WE GET LESS THAN ONE WEEK'S NOTICE, A \$25. CHARGE MAY BE APPLIED.

**DISCONNECTION OF SERVICE – CHOICE:**

ALL NOR-DEL PROVIDED SERVICES ARE FOR A MINIMUM OF ONE MONTH. ANY REQUEST FOR CHOICE DISCONNECT, MUST COINCIDE WITH A MONTH END DATE. ANY PREPAID SERVICE WILL BE REFUNDED FOR THE PERIOD FOLLOWING THE MONTH END IN WHICH THE DISCONNECT IS REQUESTED. ANY NOR-DEL OWNED EQUIPMENT INCLUDING RENTAL INTERNET MODEMS OR LOANED DIGITAL RECEIVERS MUST BE RETURNED TO NOR-DEL CABLEVISION LIMITED ON OR BEFORE THE DATE OF DISCONNECTION. NOR-DEL CABLE WILL EMPLOY ANY AND ALL LEGAL ACTION AVAILABLE TO RECOVER IT'S PROPERTY.