

Invoice due date = 18 days from invoice creation date

| Past Due Status: | Trigger Days Past Due: | Action Taken: |
|--------------------------------------|------------------------|---|
| Past due #1 | 1 day | E-mail - Past due 1st attempt sent |
| Past due #2 | 8 days | E-mail - Past due 2nd attempt sent |
| Past due #3 (7 day disconnect) | 15 days | E-mail - Past due 1st attempt sent; phone call(s) made; service suspension possible |
| Past due #4 (Disconnect services) | 30 days | Final phone call attempt before disconnecting services disconnect; All services* balance sent to collections** |

* Should you request reactivation of this account after services are disconnected, the entire balance must be paid plus the disconnection fee (\$25). In addition any necessary reactivation fees associated with certain service types will be charged.

** If this account is assigned for collection, materials that support a legal case for collection will be supplied including a copy of this document and records showing your usage of InfoStructure's services.