

SNOWBIRDS AND SUMMERBIRDS

**GOING SOUTH FOR THE
WINTER? GOING TO THE
COTTAGE FOR THE SUMMER?**

**IF YOU ARE AWAY FOR MORE THAN A
MONTH, CALL AND HAVE YOUR
SERVICE PUT ON VACATION WITH NO
DISCONNECT/RECONNECT
CHARGES.**

CONTRACTS FOR EQUIPMENT RENTED FROM NOR-DEL CABLE

All New Customers are required to sign a work order and provide Nor-Del Cable with an updated driver's license. This work order and equipment contract explains that the customer is responsible for the equipment and agrees to return all equipment exactly the way you received it, in good working condition. If the customer chooses to stop their subscription and equipment is NOT working or it is damaged, solely determined by Nor-Del, the customer acknowledges their responsibility for all reasonable restoration costs. Should a customer fail to return the equipment, Nor-Del Cable shall have the right to take whatever step necessary, including but not limited to Legal Action to recover or be compensated for our property. The terms of our cable service agreement can be found on the back of our work order and on our website.

PROVISIONS OF SERVICE AND POLICIES

1/ A SIGNATURE AND I.D. IS REQUIRED AT TIME OF INSTALLATION

2/ NOR-DEL CUSTOMERS IN ACCORDANCE WITH THE CRTC, MAY DISCONTINUE SERVICES ON ANY GIVEN DAY, AND SERVICES WILL BE BILLED UP TO THAT DATE, BALANCE OUTSTANDING MUST BE CLEARED.

3/ CHANGING PACKAGES: UPGRADES MAY BE DONE ON ANY BUSINESS DAY ANYTIME THROUGH THE MONTH BUT DOWNGRADES MUST BE DONE LAST BUSINESS DAY OF MONTH.

4/ PAYMENT OF SERVICES MUST BE PAID BY THE 15TH OF EACH MONTH. IF PAYMENT IS NOT MADE ON TIME AN ADMINISTRATION FEE OF 2% OF CURRENT BALANCE WILL BE ADDED TO ACCOUNT.

5/ ACCOUNTS IN ARREARS: IF YOUR ACCOUNT IS NOT PAID IN FULL BY THE 15TH OF SECOND MONTH, SERVICES MAY BE INTERRUPTED UNTIL PAYMENT IS MADE. A RECONNECT CHARGE MAY BE APPLIED IF SERVICE IS DISCONNECTED IN FIELD. AFTER A FINAL INVOICE HAS BEEN MAILED AND ACCOUNT IS NOT CLEARED, YOUR INVOICE WILL BE FORWARDED TO OUR COLLECTION COMPANY TO RECOVER AMOUNT/EQUIPMENT OWING.

6/ SERVICE CALLS: IF YOU HAVE A SERVICE ISSUE WITH NOR-DEL CABLE, AND IT IS RELATED TO NOR-DEL CABLE, THERE IS NO SERVICE CHARGE. HOWEVER IF OUR NOR-DEL PERSONNEL FINDS THE FAULT TO BE RELATED TO CUSTOMERS EQUIPMENT, OR OUR SERVICES TAMPERED WITH, A SERVICE CHARGE MAY BE APPLIED.

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



POLICY & PROCEDURES

**LOCATED AT
296 MAIN ST E OTTERVILLE**

**MAILING ADDRESS: PO BOX
340 NORWICH, ON N0J1P0**

**PHONE: 519-879-6527 OR
1-800-563-1954**

EMAIL: nordel@nor-del.com

WEBSITE: www.nor-del.com



OUTSTANDING ACCOUNTS

All customers that have an outstanding account with Nor-Del Cable, will be charged administration fees on the current balance. After the 30 days, you will receive a reminder including the next month due. If not paid by the 15th of second month your **service may be interrupted for non payment until account is paid in full.** Payment arrangements can be made with our office.

COLLECTIONS

Any customer that has not cleared their account by the date on final invoice will be forwarded to our Collection Company. Please note that when your account goes to Collections, this does affect your credit rating when you need to apply for a loan.

Note: Anyone that has filed for Bankruptcy may not be able to be reconnected by our company until your account is clear with us.

PAYMENT METHODS

You may pay your bill at our Nor-Del office at 296 Main St E Otterville, or Mail your payment to PO Box 340 Norwich, N0J 1P0.

OR pay by Visa, Master card, Online banking, Telephone Banking, Pay at Bank, Pre-Authorized Payment, debit , cheque, cash or money order.

PAYMENT IS DUE BETWEEN 1ST AND 15TH OF EACH MONTH.

TRANSFER OF SERVICES

In the event that you may be moving and you need your service(s) transferred, please call our office and give ample time for us to schedule you in to avoid disappointment. Transfer of service(s) are FREE (current services only) if we receive at least 1 week's notice. If we get less than one week notice, there may be a fee of \$25 for the transfer.

REFUNDS

All Nor-Del services must be paid for the full month. There are no partial month refunds. If you have pre-paid for services beyond the current month a refund will be mailed out the following month after being terminated.

**ANY QUESTIONS REGARDING YOUR
ACCOUNT PLEASE CALL OUR OFFICE
519-879-6527 or 1-800-563-1954
MONDAY – FRIDAY 8 – 12 & 12:30 – 4 PM**



NSF CHEQUES & PRE-AUTHORIZED PAYMENTS

Any cheque or pre-authorized payment that returns to Nor-Del for any reason, will incur a \$20 NSF fee. Any customer that gives an NSF payment will be issued a letter explaining the return and the amount that is now due. Nor-Del Cable reserves the right to refuse a cheque or PAC from any customer having an excessive amount of NSF's on their account and require payment by cash, money order, credit card, bankline, or certified cheque for future payments.

If payment is not received by given date, your service may be disconnected until paid in full.

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 house free of charge. However if the reason for problem is not related to equipment installed by Nor-Del, then a possible service call fee will be applied. Always remember to **CALL before you DIG! Please call Ontario One call at 1-800-400-2255 or use their ONLINE locate form at on1call.com**

Locates are also FREE of charge. Any damage done to our cable lines will result in a charge.

NOR-DEL CABLE HAS A MAN ON CALL AFTER HOURS.

Call our numbers provided and our answering service will page man on call.