

Billing Terms and Conditions

Accounts are billed and payable one month in advance. A late fee will be applied to all overdue accounts. Prices for services are not guaranteed for the entire billing period. Claim of loss of or failure to receive bill is not an acceptable reason for nonpayment of bill. Failure to pay charges shown on the bill is grounds for termination of service. Before an account can be reinstated after a disconnect due to nonpayment of bill, the following charges are due in advance: all past due charges, a reconnect fee, and the prepayment of one month of service. Returned checks will be charged a service fee of \$30.00. A prepayment made at the time of installation is not a deposit rather an advanced payment of the first month of service. If service is terminated before the prepayment is fully utilized, the balance will be refunded to the subscriber. Some accounts require a deposit at the time of installation of cable equipment. Equipment deposits will be refunded upon request after 6 consecutive months of timely payment of the full amount due on the invoice.

Buckeye CableSystem makes every effort to bill subscribers correctly; however, we recognize that billing errors do occur. As a subscriber, you can call regarding a billing error and Buckeye CableSystem will make every effort to resolve the dispute, but we suggest you follow the procedure below to ensure proper documentation of your dispute.

1. The Subscriber may state in writing to Buckeye CableSystem the circumstances of the dispute. The correspondence must be received within 60 days after the billing date on which the disputed charge was billed. The letter should be sent to Buckeye CableSystem, Billing Inquiries, 5566 Southwyck Blvd., Toledo, OH 43614. Included with the correspondence should be the subscriber's name, account number, date, and amount of the disputed charge with an explanation of why the charge is disputed. The letter should be mailed in a separate envelope, not in the same envelope as your payment.
2. Buckeye CableSystem will acknowledge the letter, in writing within 30 days after it is received unless the problem has been resolved with that time.
3. Buckeye CableSystem will conduct a reasonable investigation and within no more than 60 days, either explain why the bill is correct or correct the error. If the bill is correct, Buckeye CableSystem will include documents showing the charge is correct.
4. The Subscriber can withhold payment for the disputed amount only and Buckeye CableSystem will not disconnect service as long as the undisputed charges are kept current. If the subscriber continues to have problems with the disputed charges, he or she may seek legal advice or contact a consumer protection agency.
5. If your complaint is not resolved after you have called Buckeye CableSystem, residential and business cable television customer may call their local franchising authority for assistance.