



## **DEBT MANAGEMENT POLICY**

### **What happens if my payment fails?**

#### **Stage One**

If you miss a payment on your agreed due date we will contact you by phone, letter, email or text message (where possible) to notify you of the failed payment. We will attempt to collect the failed payment 7 days later. A payment failure fee of £14.95 will be added to your account and will appear on the following months invoice.

#### **Stage Two**

If your payment remains outstanding following the resubmission of the payment from stage one, we will place a suspension on your services.

For phone only customers a suspension of all outbound calls will be placed (except for calls to 111 or 999).

For data only customers a full data suspension will be placed barring all internet use.

For phone and data customers a suspension of all outbound calls will be placed (except for calls to 111 or 999), and a full data suspension will be placed barring all internet use.

#### **Stage Three**

If your outstanding amount remains unpaid following 14 days after the suspension of your service/services, we will initiate the disconnection of your service/services.

If you are within the minimum term of your agreement an early termination fee will be raised onto your account in accordance with the terms and conditions supplied to you upon joining Direct Save Telecom.

#### **Stage Four**

If the outstanding balance remains unpaid 28 days after stage three, your service/services will be fully disconnected and the outstanding balance will be passed to our nominated external collection agency. Once passed to our nominated agency a 20% surcharge will be added to the outstanding monies.

Our nominated external collection company is:

MIL Collections Limited

Palace Buildings

Quay Street

Truro

TR1 2HE

Telephone: 01872 713740

**What happens if I am leaving you, but I still owe money?**

Once you have left our service/services we will raise an invoice for any other charges not yet invoiced and raise any credits for advance charged services already invoiced to you. If your final account is in credit, we will refund the monies due to you within 14 days.

Where your account has an amount due to us, we will require full payment within 14 days of the account being closed.

If the monies remain outstanding a further 14 days we will pass the outstanding balance to our external agency for collection of whose details are above.

**What happens if I cancel my recurring payment method?**

All customers must maintain an active payment method as set out in the terms and conditions of the agreement. If you cancel your payment method, we reserve the right to restrict/suspend your services. You will be contacted by telephone calls, text messages, letters and emails in order to re-instate the agreed recurring payment method and pay any outstanding monies.

**What happens if my first invoice payment fails or I cancel my payment method?**

New Customers (first invoice on joining us) that cancel their recurring method of payment before the service has gone live and fail to pay the first invoice will be contacted by telephone calls, text messages, letters and emails in order to re-instate the agreed recurring payment method and pay monies due. New customers will be required to pay for their first invoice before we allow the service/services to become active.

If your recurring payment method has not been re-instated and monies are overdue, we may choose at our sole discretion to either (a) cancel the order and stop you going live on our service or (b) place a bar on the services as soon as practical after you have gone live.

**Summary of key dates**

<b>Overdue days from Original due date</b>	<b>Outcome</b>
Day 7	Resubmission of failed payment
Day 14	Suspension placed on outgoing calls and any broadband services
Day 28	Disconnection initiated and any applicable termination fees raised.
Day 56	Services are ceased and account closed. This is then passed to the debt collection Agency.