

## **S-GO VIDEO & INTERNET BILLING & COMPLAINT PROCEDURES**

Your television and internet charges will be billed on your regular telephone monthly bill. You should receive your bill around the first of every month. It is due upon receipt and becomes delinquent on the 21<sup>st</sup> of the month. Payment is considered late after the 21<sup>st</sup> and late fees may apply regardless of whether or not you receive your statement. It is your responsibility to contact your local telephone company if you do not receive a bill on or before the first of the month. If payment is not received by the 26<sup>th</sup> of the month, service could be interrupted. If there is an interruption in service for any reason, there will be a \$25.00 fee to restore the Digital Television / ADSL. If payment is not made in full before the account is closed, you will be responsible for paying the full installation fees in order to have your service restored, as well as the entire balance of the account.

**Upon disconnection of your services, whether for non-payment or at your request, all equipment charges will be added to your account. Set top box rates are \$250.00, DVR set top box rates are \$400.00, modems are \$150.00, remote controls are \$10.00 and the connection cables provided with your equipment are \$10.00. If equipment is returned to our office, is fully functional and undamaged in ANY WAY, charges will be credited back to your account.**

If you have a dispute concerning your television service, please contact S-GO Video at your local telephone company office or directly at  
(417) 776-5500, opt. 3 or 4.

Seneca/Tiff City {666/775/776/985}	Goodman/ Lanagan {364/436}	Noel/SWC {475/762/822/854}
Seneca Telephone Co. PO Box 329 816 Oneida Ave. Seneca, MO 64865 (417) 776-2247 Option #1	Goodman Telephone Co. PO Box 592 816 Oneida Ave. Seneca, MO 64865 (417) 364-7214 Option #2	Ozark Telephone Co. PO Box 547 816 Oneida Ave. Seneca, MO 64865 (417) 475-2211 Option #3

