

## ***Billing Practices***

Cable television service is billed during the month it is received in your home. Billing is monthly and new customers receive a prorated (by day) charge from the day of installation to the end of that month. A prorated charge appears on your monthly bill for any changes of service made during that month. To avoid account delinquency and disconnection for nonpayment, payment must be received on or before the "Date Due" specified on your monthly statement.

## ***Payment Posting Policy***

All customer payments can be made either in person, online at SELCOEZPay.com, or mailed to Shrewsbury Electric and Cable Operations (SELCO), PO Box 9258, Chelsea, MA 02150-9258. No payment received is considered paid until it is processed and applied to an individual account. Customers are responsible for making sure they leave sufficient time for mailing and processing to assure their payments are processed by the date due.

## ***Disruption of Service and Credit for Service Outages***

Please call us if you are experiencing problems with your CATV, Phone, or Internet service. SELCO Customer Service, Helpdesk, or our answering service, are available 24 hours a day to receive reports of any service problems.

An outage on CATV is defined as a loss of picture or sound on **all** basic, expanded basic, digital, or HD channels, or on one or more premium channels, not caused by the customer and/or the customer's own equipment. SELCO will issue a service credit (on a prorated basis) for any service outages lasting 24 hours or more to any subscriber. The 24-hour period commences at the time SELCO becomes aware or is notified of the outage.

SELCO is not responsible for outages due to "acts of God" such as major weather events, natural or man-

made disasters, or acts of terrorism. Credits will not be provided as a result of power outages.

## ***Remote Control***

Remote controls are included with service. There is an equipment charge for replacement remote controls or any lost or damaged upon cancellation of service.

## ***Changing CATV Services***

If you wish to make changes to your cable service, you must call a SELCO customer service representative during regular business hours. The requested cable service and billing changes will occur the day you contact SELCO or on the day of installation. Your account number is necessary for all service changes.

If a premium channel is not kept for 60 days, a downgrade fee will be assessed. If you want to make changes to your account that require fieldwork by a technician, (such as relocating or adding an outlet), you must contact SELCO during regular business hours to schedule a service appointment. There is a charge for most changes that require a technician.

## ***Pay-Per-View Movies and Events***

Pay-Per-View (PPV) movies and events are available 24 hours a day on SELCO's PPV and VOD channels. Prices and show times vary. Any movies and/or events ordered will be itemized on your monthly statement. The statement will detail the date, the service, and charge. Problems with a movie or event should be reported to SELCO within 30 days of the billing date. Customers are responsible for all orders placed from their homes.

## ***Lost or Damaged Equipment***

A charge will be placed on your account for equipment that is lost, stolen or damaged.

## ***Disconnecting Service***

All cable equipment must be returned to our office to close your account. If equipment is not returned,

additional charges for each converter and remote control unit will be added to your account. If you are moving within town, contact Customer Service at 508-841-8500 to close out your current account and arrange for an appointment for installation at your new address.

## ***Disconnects for Nonpayment***

When an account is delinquent (30 days past the due date) a disconnect notice is sent, and if payment is not received within 12 days of that notice, cable service is disconnected.

For example, if your statement date is May 1, payment is due by May 31. Your account becomes delinquent on June 30. At that point, a disconnect notice is sent. If no payment is made within the next 12 days, disconnection will take place on July 13.

After cable service is disconnected for nonpayment, the full balance must be paid before service is restored. Once payment is received, service is connected as soon as possible during normal business hours. A \$50 reconnection fee applies. If payment is not received after two weeks of disconnect, additional charges for unreturned equipment are added to the account, and the account may be handled by an outside collection agency. The customer is responsible for all reasonable outside collection agency fees.

## ***Theft of Service***

Receiving any services without payment to SELCO is considered theft. SELCO reserves the right to back-bill for all stolen cable, internet, or phone services. Theft of service is a crime punishable by fine and/or imprisonment. Examples of cable theft include receipt of unauthorized cable channel programming, tampering with a cable box, or installing an unauthorized cable box to receive programming for which you have not paid. Tampering with your cable service could affect the cable service of other customers.

### ***Return Check Policy***

A demand notice is sent to notify a customer of a check returned for insufficient funds. A customer will be charged \$25 for a returned check.

### ***Billing Disputes***

If you think there is an error on your bill, please call our office. Our customer service representatives will help correct any mistaken charges. Customers have 30 days from the due date of their bill to register a complaint.

If you choose to write to us, please include your name, address, account number and daytime telephone number. Also include a brief description and dollar amount of the error. SELCO will notify you within 10 business days after receipt of your letter with the result of the inquiry. If you are not satisfied with the result, you may appeal to the SELCO Commission. Beyond that you may refer the matter to the Issuing Authority, Selectmen of the Town of Shrewsbury, 100 Maple Avenue, Shrewsbury, MA 01545.

Your service will not be discontinued for failure to pay that portion of your bill under dispute. You are responsible, however, to pay the undisputed portion of your bill. Failure to pay this portion will result in the forfeit of rights regarding billing disputes.

If the issue cannot be resolved with the Issuing Authority, you can petition the Consumer Division of the Massachusetts Department of Telecommunications and Cable (DTC), 1000 Washington St. Suite 600, Boston, MA 02118, telephone 1-800-392-6066, or online [mass.gov/dtc](http://mass.gov/dtc). Both the customer and the cable operator must agree to allow the DTC to settle the dispute. Petitions to the DTC must be filed within 30 days of the final action of the Issuing Authority.

### ***Privacy Notice***

As a cable television customer in Shrewsbury, you are entitled to know the following regarding SELCO's *Customer Privacy Policy* under federal law:

In order to provide reliable, high-quality service and maintain adequate records, information you furnish to us for our records may include your name, address, email address, driver's license number, social security number, and telephone number, the number of cable television outlets, converters and remote controls in your home, the service options you have selected, and your billing and payment record.

We may also store records of written, electronic, telephone or other communications you may have with SELCO.

The information above is the only personal information kept in our records. This information is considered confidential and is disclosed to third parties only if disclosure is necessary to provide cable television service or to conduct related business activities such as mailings or collection service for past due accounts.

As a SELCO customer, your customer information is kept, and may be retained for a longer period of time, if it is needed for business purposes. This information is destroyed when it is no longer necessary.

You have the right to inspect the records relating to your account and to correct any errors you may find. You also have the right under federal law to enforce limitations regarding the collections or disclosure of information. If you wish to review the information contained in your account, you may contact us at (508) 841-8500.



**Shrewsbury Electric & Cable Operations**

**100 Maple Avenue  
Shrewsbury, MA 01545**

**Customer Service - 508.841.8500**

**Helpdesk - 508.841.8572**

**Fax 508.842.9419**

### **CABLE TELEVISION IMPORTANT INFORMATION**

- ***BILLING PRACTICES***
- ***PRIVACY NOTICE***
- ***EQUIPMENT NOTICE***

***Updated January 2020***

### **Office Hours**

***Monday through Friday: 7:30 a.m. – 4:30 p.m.***