



Billing Quick Reference Guide

Forked Deer Connect, LLC

Billing Quick Reference Guide

Due Date and Late Payment

- Bills are sent out on the 25th of every month and will be due on the 10th of every month.
- Late fees will be added to any unpaid balance on the 11th of each month.
- Services will be disconnected upon 8 days of nonpayment. There will be a service reconnection fee of \$10 if you choose to reconnect your service.
- Following the disconnection of service for nonpayment, Forked Deer Connect, LLC equipment will be removed from homes. Once equipment has been removed from your home, the reconnection fee will increase to \$100.

Payment Options

- You may pay your bill online through your Account Management Portal, by setting up Auto Payment, or by paying at the main office located at 1135 N. Church St., Halls, TN 38040. Cash or check payments will be accepted in person. Forked Deer Connect, LLC does not accept card information or payments over the phone.
- During registration, the default billing option is set to Email Billing.
 - o Email Billing is NOT auto payment. Email Billing requires a payment action each month.
- Receiving a paper bill is an option for an additional \$4 per month. If you did not specify that you wish to receive a paper bill during the registration process, then your first bill will be delivered via email.
- Monthly Auto Payment is also an option. Auto Payment set up is not available during registration. Auto Payment can only be set up through your Account Management Portal. **To set up Auto Payment:**
 - o Activate your Account Management Portal within 24 hours of registration. If you did not receive an email instructing you on how to set up your account, please contact Forked Deer Connect Customer Service.
 - o Log in to your Account Management Portal
 - o Select "Manage Payment Methods"
 - o Enter your bank account or credit card information
 - o Enable auto pay
 - o Your amount due will be withdrawn on the 10th of each month.

Your First Bill

- Our billing operates on a prepay basis. **This means your first bill will include the prorated amount for your first month of service, plus the amount for the following month.** You can expect your first bill to be higher than your typical monthly charge.
- After the first month, your monthly payment amount will remain consistent. You may view your prorated amounts and dates on the second page of your bill.
 - o *Example:* If your services are installed on June 15th, your first bill will be charging the prorated amount for June 15th-June 30th plus your monthly charge for July.
- Your first bill will show the installation fee you paid during registration. This will be reflected as a credit to your account. Your installation fee will not be included in your amount due.
- Please see the following page for a sample bill.

For more information or with questions regarding your bill, please contact Forked Deer Connect, LLC at 731-836-7508. You may also visit our office at 1135 N. Church St., Halls, TN 38040.

SAMPLE BILL



Forked Deer Connect, LLC.
P.O. Box 69
Halls, TN 38040

(731) 836-7508

Thank you for being a Forked Deer Connect customer. We hope you are enjoying your service.

Office Hours: 7am - 5pm M-F

Pay by credit card or eCheck online at <https://forkeddeerconnect.com/> and click on Pay My Bill.

Invoices not paid in full by the 10th of each month are subject to late fees, service interruption and reconnection fees.

John Doe

For services at:
123 FDC St.
Halls TN 38040

Account Number **000-000000**
Billing Date 07/25/2019

Previous Activity

Previous balance	\$0.00
Payments through 07/25/19	(\$25.00)
Balance Forward	(\$25.00)

New Activity

Internet	\$95.36
General	\$25.00
Taxes & Fees	\$0.74
Total New Activity	\$121.10

Total Due By 8/10/19
\$96.10

Please detach and enclose the section below with your payment and write your account number on your check.



Forked Deer Connect, LLC.
P.O. Box 69
Halls, TN 38040

John Doe
123 FDC St.
Halls TN 38040

Account Number **000-000000**
Due Date **8/10/19**
Amount Due **\$96.10**

Make Check Payable and Remit To:

Forked Deer Connect, LLC
P.O. Box 69
Halls, TN 38040





Details by Service Address

Account Number **000-000000**
 Billing Date 07/25/2019

John Doe

Account # 000000
 123 FDC St.
 Halls TN 38040

Payments

CASH PAYMENT	07/02	(\$25.00)
	Total	(\$25.00)

Internet

Managed Wifi	07/16-07/31	\$4.10
Residential Basic Internet	07/16-07/31	\$25.78
Wireless Extender Rental	07/16-07/31	\$2.58
Managed Wifi	08/01-08/31	\$7.95
Residential Basic Internet	08/01-08/31	\$49.95
Wireless Extender Rental	08/01-08/31	\$5.00
	Internet (Excluding Taxes)	\$95.36

General

Introductory Installation Fee	07/16-07/16	\$25.00
	General (Excluding Taxes)	\$25.00

Taxes and Fees

Local Sales Tax		\$0.21
State Tax		\$0.53
	Taxes and Fees	\$0.74
	Account Total	\$121.10

****This is not an actual bill from Forked Deer Connect, LLC. This is a sample bill.***