



Cross Country Payment & Billing Policies

About Your Statement:

- All monthly programming services are billed in advance
- Partial month charges occur when you change your billable services during an active billing cycle. The partial month charge represents any applicable charge for services from the date of change through until the date of your statement (Billing Date).
- Partial month charges occur from the date you activate your Cross Country service until the date of your first statement (Billing Date).
- Federal Harmonized Sales Tax (HST) is applied to all charges and services.
- Credits represent payments or deletion of service in the previous month. Credits are represented by parentheses around the amount of the credit. A credit in the Balance Due area indicates that no payment is required this month.
- Paper Billing Fee. Cross Country is dedicated, wherever possible, to reducing our carbon footprint. For this reason, we charge a \$2.00/month paper billing fee to offset the cost of processing, printing, and mailing your monthly bill. We encourage all our customers to receive their monthly bill **via email at no cost** and to print a copy for your records, if a paper copy is required.

Methods of Payment:

- **Cheque or Money Order.** Please remember to write your Cross Country account number on the front of your payment.
- Please return the bottom portion of your bill with payment.
- Please forward payments to:

Cross Country TV
1-12 Chipman Dr
Kentville, NS B4N 3V7
- **Pre-authorized Payment Plan.** Payments are made the first banking day of each month.
- Pre-authorized Payment Plan (PAC) is mandatory for all customers with a history of late, missed or non-payment on both current and past accounts.
- Please send a void cheque or a printout of your banking information to the office via mail (see mailing address above), email (admin@corp.xcountry.tv) or fax (902-678-2455).
- You will also receive a one-time \$10 credit on your account as a bonus for signing up for PAC.
- **Online/Telephone payment through your bank account.** Available through BMO, CIBC, Royal Bank, Scotiabank, TD Canada Trust, Credit Union, Manulife, PC Bank and Tangerine.
- **Due Date.** To avoid late charges please ensure we receive payment in full by the Due Date indicated on your statement.

Late Payments & NSF Payment Returns

- By signing up for service with Cross Country, you are agreeing to our Terms of Service Agreement. **Please refer to our website for our complete Terms of Service.**
- Accounts are due in full by the date indicated on your statement.
- Accounts 30 days past due are subject to a \$10 late fee (anything greater than \$0.01).
- Accounts 45 days past due are subject to service disconnection. Applicable service charges apply to re-establish your service.
- Accounts 60 days (or more) past due, we intend to collect our equipment (or bill you for the cost of your unreturned equipment) and turn your file over to a collection agency.
- All payments returned "NSF" to Cross Country will result in you being charged a processing fee of **\$25.00** (you may also incur additional charges from your financial institution as per their NSF Policies). NSF payments may also make you subject to an additional \$10.00 late fee. In order to avoid these fees and charges, please pay your bill on time and notify the office whenever you make any changes to your PAC/banking information.
- In cases of repeated late payment or service disconnections, we reserve the right to ask for pre-authorization payments or to discontinue service completely.

Contact Us:

- By phone: 902-678-2395 (Option 1 for the office)
- By email: office@corp.xcountry.tv