

The U S WEST Credit Policy Explained

It's easy to establish good credit with U S WEST Communications. Simply pay your monthly bill on or before the due date each month.

After 12 consecutive months of on-time payments, your security deposit will be returned. If you move to another state within the U S WEST service territory, you won't be required to secure your account before installing new service.

Deposits

A cash deposit is often required from new customers before service is installed. The amount of the deposit is determined by doubling the amount of the average new customer's bill or doubling your estimated monthly bill, whichever is higher. In some states there are alternatives to a cash deposit. If these alternatives are available in your state, they will be explained to you when you apply for service.

If your average monthly bill exceeds your average estimated bill, an additional deposit will be required. This will be determined by comparing your average monthly bill to your current deposit. If your average monthly bill exceeds one half of your current deposit, an additional deposit will be required so that the total deposit equals two times your average monthly bill.

If you pay a cash deposit, it is applied to your monthly bill after 12 months. The only exception to this policy is for customers whose service is disconnected for nonpayment. If you disconnect your service before your deposit is returned, it will be credited to your final bill.

Past Due Bills

Your bill is due upon receipt and becomes past due if not paid by the "due date for new charges" printed on your bill.

If payment is not received by the "due date," a disconnect notice will be sent to you. The notice will tell you the last day your payment can reach our office and still prevent your local and/or long-distance service(s) from being interrupted.

If you do not make other arrangements with us or payment is not made by the date appearing on the disconnect notice, some or all of your services will be temporarily interrupted.

Once service is interrupted, you must pay all outstanding charges to have your interrupted service(s) reconnected. You will be assessed a reconnection charge and will be required to pay a security deposit or an additional deposit of two times your average monthly bill prior to U S WEST reconnecting your service(s).

If you have a past-due balance when the next month's bill is produced, you may be assessed a late-payment charge. The charge will appear on your next bill.

Automatic Payment Plan

To avoid the possibility of a late payment, you might choose the U S WEST Automatic Payment Plan. It's easier than writing checks. More convenient than using cash. When you use this plan, your telephone bill is paid automatically from your checking or savings account. No checks to write, no stamps to buy, no late payments. And it's free.

Signing up is easy. Just complete the authorization form, enclose a voided blank check or savings deposit slip, and return both to us. Then, month after month, your U S WEST payment will be deducted automatically. You'll still know exactly how much you're paying because your monthly bill will show the charges. The payment date will always be at least 18 days after your billing date. Proof of your payment is on the bank statement.

If you want more information about this easy and automatic payment option, call 1-800-851-0134. TTY customers can call the U S WEST Communications TTY listing shown on the front pages of your local directory.

(U S WEST Automatic Payment Authorization Form goes here.)