



NEWS

& Events

Billing, Credit, Refund & Cancellation Policies

Cherry Capital Communications would like to bring to your attention that starting June 1st 2017 we have and published our Billing, Credit, Refund and Cancellation Policies.

Publishing and updating in Cherry Capital Communications` policy is a big move, but it is necessary in order to increase production and transparency with our customers. For our employees, it means a change in work routines, and a uniformed procedure for applying policies.

It is vital that all business communications between Cherry Capital Communications and its customers – both current and potential, be clear, correct and uniform in message. For these reasons we have uploaded the above mentioned policies on our website:

www.cherrycapitalcommunications.com.

Some of the major points that have taken place:

- * **Strict Cancellation Policy**– we require a 30-day notice in writing. There are cancellation fees associated with the procedure.
- * **Clear Refund Policy**– we have clarified the occasions in which a customer is entitled to a refund and the procedures for obtaining it.
- * **Clear Credit Policy**– we have specified the circumstances when our customers qualify for a credit.
- * **Understandable & Strict Billing Policy**– Cherry Capital Communication pays personal attention to its customers, we do offer flexible payment plans in case you are experiencing financial difficulty, but Cherry Capital Communications does not tolerate late payments. We ask that if you require special consideration that you contact our office.

Paperless Bills & Recurring Billing

Cherry Capital Communications is pleased to announce that we have chosen a new solution that will automate our billing process, adding convenience and flexibility for our customers. Instead of having to remember to send payments for a month of service, you can now choose to have fees debited directly from your bank

account or charged to any major credit card.

Each time a payment is processed, you will receive an email receipt for your records. To automate your billing, simply contact our billing department , and we'll do the rest.

You may review your billing options using the customer portal, you may

also use it to create a support ticket or receive updates.

Vicki Wygonik
Accounts Receivable Specialist
231-264-9970, Ext 3
billing@cherrycapitalconnection.com
Monday-Thursday, 1pm– 5pm

Pay More & Save!

Cherry Capital Communications has been in the business for more than a decade. It has managed to provide internet service to many rural areas in Northern Michigan.

We have gained a lot of new customers, but we also have customer who have been loyal to us since the very beginning. Starting June 1st 2017 all newly installed equipment has one year of limited warranty (it does not cover purposeful damages due to negligence). And just as any other electronics, the equipment does fail sometimes, and every once and awhile we need to upgrade it. Until now, this was accomplished at customer`s cost. We have realized that paying \$295 for an upgrade can be pricey for some of our customers. And, we have come up with a solution– extended warranty. Once your warranty is up, you will have the chance to extend it for \$10 per month. This will cover most repair work or equipment upgrades.

In order to qualify for upgrading your equipment for free, you must have had at least 12 consecutive months of extended warranty coverage. The sooner you sign up, the sooner your benefits take effect.

We look at it as an investment in your high-speed internet. It pays off the first failure or when an upgrade is required!



New Affordable Installation Option

Cherry Capital Communications has always been trying to offer reasonable prices for the services it offers. As a customer-oriented company, we continually try to be not only competitive, but also to listen to the needs of our customers. For these reasons, we developed a new, more inexpensive alternative:

- ◆ **\$199 Basic Installation Fee;**
- ◆ Labor (up to 2.5 hours) & 1 access point (demarcation point inside the home);
 - ◆ \$20 per month (for the first 18 months) for “renting” the equipment;
 - ◆ **18-month limited warranty included;**
- ◆ Extended warranty option available for \$10 per month after the first 18 months, if you choose this option at the end of your rental cycle, your extended warranty starts immediately;
 - ◆ Customer Support.

Our new policies do require that all installations and repair work are prepaid before they are scheduled. Warranty covers parts, but not labor. Extended warranty covers labor and parts. No warranty option covers acts of nature.

Cherry Capital Communications` Newsletter is part of our customer-oriented policy. It aims at informing Cherry Capital Communications` customers about the newest announcements the company and its employees have to offer. The next Newsletter will be emailed in the end of October and it will familiarize you with another policy, as we want to be clear with the way we interact.

Please email sales@cherrycapitalconnection.com and let us know what you would like to see in the next newsletter.

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