Invoices Reminders & Overdue Actions

Here is how invoices flow

Day	Action
Day 1	Invoice created and sent out to customer on the first day of the month by email.
15 Days before Due Date	Customer receives an email reminder.
5 Days before Due Date	Customer receives an email reminder.
1 Days before Due Date	Customer receives an email reminder.

NOTE: For customers enrolled in auto-pay, our billing system regards the autopay date (if activated) as the invoice issuance date. As a result, some customers receive their invoices at various points throughout the month, yet they all remain due by month's end. In such cases, a receipt is sent instead of an invoice. Please note: if a customer's issuance/autopay date falls late in the month, earlier reminders (such as the 15-day reminder) may not be sent if their scheduled date has already passed.

If a customer experiences financial issues, they may call DC Tech IT, LLC and request an extension to the due date, which will prevent service late fees and cancellation.

Overdue Actions

Day	Action
1 Day Overdue	Overdue notice sent in email
7 Days Overdue	Interest will be added to invoice at the current rate of 5% **(Service may automatically be suspended till payment)**
15 Days Overdue	Service & Subscription will be automatically suspended by billing system. When payment is made customer will need to contact DC Tech IT, LLC for reactivation of subscription/service as we will not be notified. (Activation Fee may apply. Number/Gateway may be lost.)

30 Days Overdue	Invoice sent to collection agency

Customers opting for paper statements will **ONLY** receive initial invoice (day 1) and 1 Day Overdue notice. Paper statements cost $2.50/month/statement.

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