



## **IMPORTANT NOTICE FROM I-LAND — PLEASE READ CAREFULLY**

**As of October 1, 2017 I-Land Internet Services will be making several changes to your billing cycle. These changes are in preparation for a new billing system that we will be converting to sometime next year. Please read the following points carefully.**

- Beginning with your bill for October's service, rather than receive your bill in the middle of the previous month, you will receive it on or around the 5<sup>th</sup> day of the current month. You will receive your bill for September's service around August 15<sup>th</sup>. The next bill you receive will be for October's service, delivered around October 5<sup>th</sup>.
- If you take advantage of Auto Deduction to make your payments, the deduction date will move from the 1<sup>st</sup> to the 15<sup>th</sup> of the month (or the first business day after). Depending on your issuing card company or bank, it may take up to an additional 3-4 days for the charge to post to your bank account or credit card.
- The new due date for your bills will be the 5<sup>th</sup> of the following month. For example, your October bill will have a due date of November 5<sup>th</sup>.
- If your bill is not paid by the 5<sup>th</sup>, one reminder notice will be sent to your I-Land e-mail address advising you of the last day to pay before the service is disconnected. Once the service is disconnected there will be a reconnect fee for each of the subscribed services.

**Thank you for your patience as we work through these changes. If you have any questions or concerns, please call our office at 800-526-8302. One of our friendly customer service representatives will be happy to assist you.**

