



Notice on Late and Non Payment

Armstrong Bell Ltd. provide fixed line services (e.g. telephone lines, least cost routing, broadband etc.) on the basis of Direct Debit or prompt cheque or BACS payment. Failure to pay according to these terms is a breach of the Business Service Agreement and our Terms and Conditions.

It is very rare indeed for customers to fail to pay according to these terms and even rarer for it to be a regular occurrence, however where this is the case and where we have sufficient grounds for concern we reserve the following rights:

1. After 14 days a late payment charge of no more than 10% of the outstanding bill(s) may be added to the next bill or invoiced directly.
2. After 21 days we may take the precautionary option of temporarily restricting or ceasing the service.
3. If a service has been temporarily restricted or ceased we may ask for a deposit before reinstating service. The amount of this deposit will vary depending on the level of risk to which Armstrong Bell is exposed.

We will only take the above actions in circumstances where payment has been repeatedly late or withheld. If any customer knows that they will be late paying for any particular reason or needs help reducing or spreading their costs we will be very happy to help if notified in advance.

Should you feel that these terms are unreasonable and/or you wish to take your services to another service provider we would be happy to help with this process. Armstrong Bell do not enforce minimum term service periods except where these have been explicitly laid out* or where Openreach initial 12 month terms are enforced due to line installs.

*For example in the case where hardware rental or leasing is included in the monthly payments.