

Billing

IgLou Billing Policies & Fees

General

- Activation fees and monthly service fees are billed at the beginning of each calendar month or the upcoming month of service.
- Certain services may [require a prepayment](#) deposit prior to activation or installation.
- Any transfer or usage fees are charged in arrears for the prior calendar month.
- Pre-purchased service plans are not refundable.
- All IgLou customers agree to be bound by IgLou's [Terms of Service](#).

[back to top](#)

Account Payment

- Charges that are unpaid by the billing due date are considered past due.
- A late payment fee of \$5.00 or 1.5% of the past due amount, whichever is higher, will be charged if payment is not received by the invoice due date.
- Accounts 15 days overdue may be suspended.
- Accounts 45 days overdue will be closed and all customer data, including email and content, will be deleted from our systems.
- Accounts 90 days overdue will be referred to collections.
- During the suspend period, all customer account e-mail will reside on our system until payment is received.
- Accounts that are consistently late in making payments will be considered for requiring a credit card plan or a minimum 3-month prepayment plan.
- **It is the customer's responsibility** to keep us informed of account changes, including address, phone number, credit card, etc.

[back to top](#)

Credit Card Billing

- IgLou accepts Visa, Mastercard, American Express and Discover credit and debit cards.
- Credit-card charges will occur on the 1st of each month unless a different day of the month is requested.
- IgLou cannot process your credit card if it has expired. Please notify IgLou with a new card at least 15 days prior to your billing cycle.
- IgLou will periodically reattempt failed or declined credit card charges for subscribers with automatic credit card billing.

[back to top](#)

Billing

Invoiced Billing

- Certain IgLou services permit invoiced billing for your convenience. A \$1.00 invoicing fee will apply for residential invoiced accounts.
- Invoiced accounts are due by the invoice due date shown on the invoice.
- Your monthly invoice will be mailed through the post office, and a copy will also be sent to your email.
- If for any reason your invoice does not arrive, customer may view and print a copy of your invoice via IgLou's Online Account Manager at <http://www.iglou.com/accountmanager>

[back to top](#)

Cancellations

- IgLou accounts will remain active until canceled by the account holder. Billing will continue until the account is accessed until such cancellation request is received.
- Cancellation requests may be submitted through our online secure account manager at <http://www.iglou.com/accountmanager>, or by telephone to our billing department.
- Cancellation requests received in the middle of a billing cycle will be processed on the next billing cycle. All outstanding fees will remain due by the billing due date.

[back to top](#)

Service fees

- A late payment fee of \$5.00 or 1.5% of the past due amount, whichever is higher, will be assessed if payment is not received by the invoice due date.
- Any unpaid balance on inactive accounts will be subject to a 1.5% monthly late fee.
- A monthly service fee of \$1.00 applies to all residential accounts who choose invoiced billing.
- There is a \$20.00 service fee for all returned checks.
- There is a \$20.00 service fee for all credit-card charge backs.
- A service restore fee of \$15 may apply for accounts suspended due to billing or contact information. Service reinstatements may take up to 3 business days.
- A prepayment of two months service fees, plus \$25.00, may be required to reactivate an account originally closed due to delinquency.

[back to top](#)

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