

# **Heritage Grove Terms and Conditions Statement**

## **Terms and Conditions**

**ACTIVATION.** Customers should complete a service agreement to have services connected. Activation fees are waived through the 5<sup>th</sup> day of classes in the Fall and all Summer. Customers must sign up by then to remain connected. Seminole Cable Vision (SCV) Activation is waived through the 5<sup>th</sup> day of classes in the Fall and all Summer. Services will be activated within (5) business days of sign-up. Plans, Rates & the SCV Lineup are subject to change without notice. **Billing for all services begins on the date of sign-up, not activation.**

**DEACTIVATION.** I understand that if I change apartments, move away from Heritage Grove, or withdraw from FSU, I must contact Information Technology Services in writing by completing a service agreement to disconnect services. **Services do not automatically disconnect at anytime.** I am responsible for all charges invoiced to my account until I notify Information Technology Services by completing a service agreement. **(Telephone calls are not acceptable for disconnection of services.)**  
**All equipment must be returned to Technology Service and Support of Information Technology Services within 5 business days of deactivation of digital services. Equipment charges can range from \$200 up to \$500 and will be added to your account if your equipment is NOT returned. We are located at the Rod K. Shaw Building, 644 West Call Street, Tallahassee, FL 32306-1120. Open Monday – Friday, 8:00 am – 5:00 pm (closed on weekends).**

**BILLING.** I understand that because Information Technology Services does not require a deposit of payment at sign-up, services are billed one month behind (i.e. after service is received). *(Note: Pay per View charges may be billed up to two months behind.)* The Information Technology Services billing schedule is as follows:

1. Services are received from the 1<sup>st</sup> day of the month to the last day of the month.
2. Invoices are created on the 6<sup>th</sup> of the month for services received the prior month.
3. Invoices (paper or email notifications) are sent by the 15<sup>th</sup> of each month.
4. Payment is due by the last day of the month.
5. Late fees are applied to unpaid balances 30 days after payment due date.

NOTE: Charges are pro-rated based on activation/deactivation dates. Charges are not prorated during school breaks (i.e. Spring Break, Winter Break, etc.). Billing for all services begins on the date of sign-up, not the date of activation.

*Example: January services are received from 1/1 through 1/31. Paper invoices (if requested) and online invoices notifications should be received by 2/15. Payment is due on 2/28.*

I understand that I will receive a monthly invoice notification via e-mail to my University e-mail address by the 15<sup>th</sup> of each month. It is my responsibility to log-on monthly at <https://accounts.otc.fsu.edu> to

view my account. When logging in, I will use my FSUID and password. I can request a paper invoice be sent to my U-Box or permanent address for an additional monthly charge of \$1.50. I have 30 days from the statement date to dispute any discrepancies with Information Technology Services. After 30 days, no changes will be made to my account. I understand that any payments not received within 30 days from the invoice due date is subject to a \$10.00 collection fee that will be added to the amount due on my account. **My ITS services will be disconnected at that time.** When my account is paid in full, service will be reconnected within (5) business days after I sign-up online. Activation fees will be charged to reinstate service.

Accounts 120 days past the date of the transaction are sent to a collection agency and charges of 33% are added. The agency has the discretion to utilize their attorneys and seek the collection through the court if necessary. Any outstanding account receivable balance will place an automatic hold on the account for registration, official transcripts, diplomas, Leach Center, and on-line access to grades and transcript requests (official or unofficial). Once a balance is paid in full, all holds are immediately released.

**Adjustments to billing for services will be handled as a credit to the student's account, rather than a refund, whenever possible. Because of the cost of handling, refunds will not be processed for amounts less than \$2.00.**

**REPAIR.** I understand that it is my responsibility to submit a repair request if my service is not working properly. Repairs must be submitted online or by calling 644-HELP (4357). Only after a repair request has been submitted and completed, I may submit a written request to help@fsu.edu for a credit adjustment. **Note: In order for a credit adjustment to be considered, service must have been out for at least 3 days and on the fault of Information Technology Services, not the Customer.**

**MAINTENANCE AND OWNERSHIP OF SCV EQUIPMENT.** Information Technology Services shall own, repair, and maintain any equipment (cable, connectors, mounting hardware, etc.) installed by Information Technology Services, in order to ensure compliance with applicable laws and performance standards. Customer agrees that equipment installed by Information Technology Services shall not be serviced by anyone other than Information Technology Services' employees and that Customer shall not connect or attach directly /indirectly, any additional TV set(s) or any other devices to any such equipment without the prior written approval of Information Technology Services. Customer shall be responsible for the repair and maintenance on any equipment purchased by Customer. Information Technology Services is not responsible or liable for any loss or impairment for reception of Service due, in whole or in part, to a malfunction/defect in Customer equipment. Should any device purchased by the Customer not comply with the technical specifications, established by the Federal Communications Commission, including but not limited to signal leakage, Information Technology Services reserves the right to discontinue service. **Upon deactivation of digital services, all equipment must be returned to the Technology Service and Support of ITS, located at 644 West Call Street. If equipment is not returned within 5 business days, applicable charges will be added to your account (approximately \$200.00 to \$500.00)**