



How to Setup an Online Payment Arrangement

What is a Payment Arrangement?

A Payment Arrangement allows a balance, which includes a past due amount, to be split over a three month period. The Payment Arrangement Amount may be paid in full at any time by contacting Phoenix Customer Services. While the account has an active Payment Arrangement, all fees including late fees will remain applicable.

Who is eligible for an Online Payment Arrangement?

To be eligible for a payment arrangement, the account must have active service.

When a payment arrangement is established, the entire account balance will be split over the next three months to allow additional time to pay. All fees including late fees will remain applicable.

Accounts not eligible for an Online Payment Arrangement

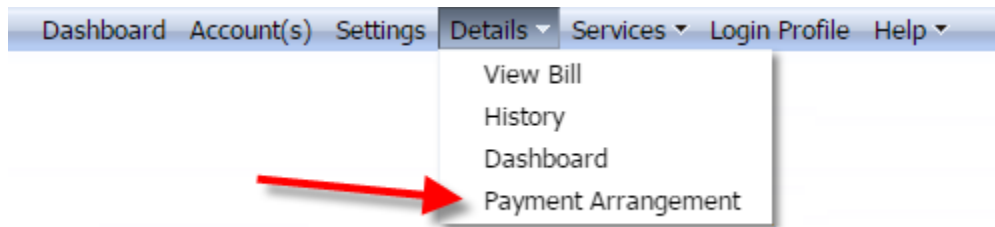
Accounts are not eligible if it has one of the following conditions:

- An active Payment Arrangement is already on the account
- A Payment Arrangement has been broken within the last 6 months
- Is in the process of disconnection due to non-payment
- The last payment has been returned by the bank
- Unauthorized use fees have been charged on the account
- A final bill has been issued

Setup Online Payment Arrangement

1. Login and select the Details drop down menu

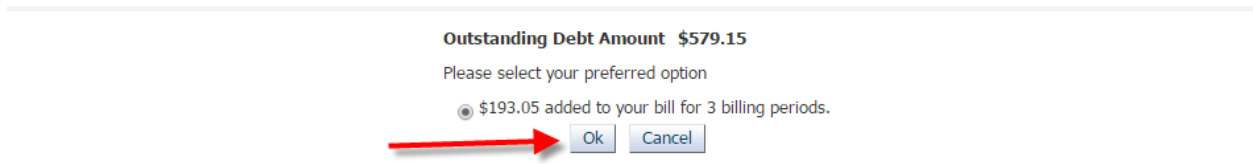
Select the option **Payment Arrangements**



2. Scroll down to view the Payment Arrangement page

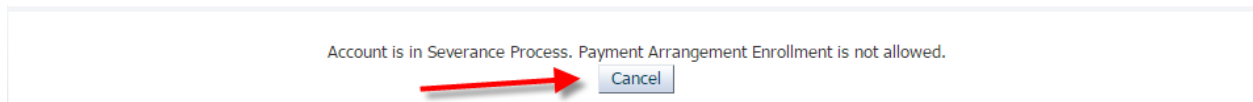
- a. If you are eligible to receive a payment arrangement, your outstanding debt and expected payment will be displayed.

Select the **OK** button to accept the payment arrangement. Proceed to Step 3.



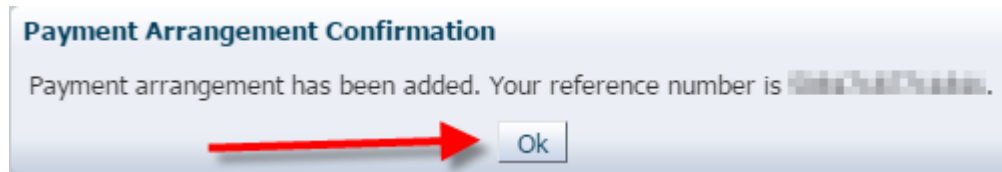
- b. If you are not eligible to receive a payment arrangement, a message will be displayed regarding ineligibility.

Select the **Cancel** button to return to the Dashboard



3. After selecting the OK button to accept the payment arrangement, a confirmation message will appear with your reference number

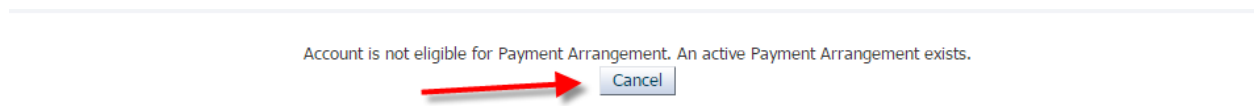
Hit the **OK** button to continue.



4. The account is now setup with a Payment Arrangement

When you return to the Payment Arrangements page while a payment arrangement is active, a message will display stating the account is not eligible due to an existing payment arrangement.

Select the **Cancel** button to return to the Dashboard.



What Breaks a Payment Arrangement?

If Scheduled payment (current monthly billing and Payment Arrangement amount) is not made by the due date.

What Happens After a Payment Arrangement Is Broken?

Account is subject to service termination, additional fees and security deposit if full payment (current monthly billing and Payment Arrangement amount) is not received in full by the due date. A \$59.95 service termination fee will be applicable.