

Additional Items to Note:

- There are no limits to the number of Add-On Packages allowed on an account within NorthStar.
- Verify the correct Start/End Dates are used.
 - Each Add-On Package could have different Start/End Dates based on when a customer calls to add or remove a package.
- The Qty (quantity) field defaults to '1'.
 - Update if the customer orders more than one (1) of the same Add-On Package for the same account.
 - Editing the Qty field to '2' automatically charges the customer two (2) Flat Rates for the package instead of one (1).
 - Based on the example on Page 9, the customer would be charge \$27.90 for two Cable Digital Showtime packages rather than \$13.95 for a single package.
- Any Add-On Packages will bill during the regular monthly billing.
 - Add-On Packages requested mid-month automatically prorate during billing.
- Only 'Cancel and Re-bill' a customer if there is an upgrade or downgrade to the current Cable Package.
- The Add-on Package process applies to each of the following services:
 - 1 - Cable
 - 2 - Internet
 - 3 - Phone
 - R - Garbage
 - X - Environmental Impact Fee (EIF)