



### **Customer Care**

Should you have questions about or experience problems with any of the services we provide to you, please contact our Customer Care department between 8:30 am and 4:30 pm Monday through Friday, excluding holidays at [customercare@helloinc.com](mailto:customercare@helloinc.com) or at any of the numbers listed below. Your question or problem will be addressed promptly by an experienced customer care representative.

Schedules can be emailed to [customercare@helloinc.com](mailto:customercare@helloinc.com) or faxed to 804-254-5850 or 1-866-870-8620.

### **Billing Questions**

Should you have any questions regarding your statement/invoice, please contact our billing department between 8:30 am and 4:30 pm Monday through Friday, excluding holidays at [billing@helloinc.com](mailto:billing@helloinc.com) or at any of the numbers listed below. Your question or problem will be addressed promptly.

Recurring charges are billed in advance. Pro-rated charges and other charges and credits are applied to your account during the billing period in which they are actually incurred.

Additional message units, calls answered, outcalls, patched calls, worktime, and other usage sensitive units are charged by the total number of units received during the preceding billing period, less the allowed in the base rate, times the unit rate. The total number of units received during the billing period is printed under these charges.

Our invoices are due and payable upon receipt. A late charge will be applied if payment is not received by the next bill cycle, which is 28 days, and all services will be subject to interruption. A reconnection charge may be applied to reinstate services. Services will be promptly restored when the past due balance and reconnection charge, if applicable, is received by our billing department.

Service may be cancelled at the end of any billing period provided 30-day written notice is given to our office. No credit or refund will be given on unused periods of service. Clients with whom we have written contracts may cancel at the end of the contract period or pay a \$200 early termination fee.

Hello, Inc., in the normal course of business, records electronic verbal/text messages and call recordings. Hello, Inc. will retain verbal/text messages for ninety (90) days and call recordings for fifty-two (52) days. Then all copies and backups are erased and are no longer accessible.

Richmond	(804) 353-5566	Fax	(804) 353-7335
Northern Virginia	(703) 451-5115	Fax	(703) 451-3988
Tidewater	(757) 490-3216	Fax	(757) 473-1965
Fredericksburg	(540) 899-3643	Fax	(540) 899-6395
Toll free	(877) 435-5646		

**Mailing address:** Hello, Inc. PO Box 26846, Richmond, VA 23261-6846.

**Street address:** Hello, Inc. 2315 West Broad Street, Richmond, VA 23220-2010

Our Federal Tax ID Number is 54-0461210.