



Information Technology Policy and Procedures

Policy: Late Payment Fee for Telephone Service

Policy Title: Late Payment Fee for Long Distance Telephone Service	Approval Date: 8/20/09
Policy ID: IT-5213	Effective Date: 8/20/09
Oversight Executive: VP for Information Technology & CIO	Review Date: 8/20/10

1. Purpose

Establish a 10 percent late payment fee on faculty/staff delinquent personal telecom invoices for long distance calls.

2. Policy

- A 10 percent late payment fee (maximum \$10) on current balance due, exceeding \$10, will be added to invoices for personal long distance calls if payment is not received within seven days of the invoiced due date. The long distance authorization code will be deactivated and a notice of the added late payment fee and delinquent status will be sent to customers.
- A subsequent late payment notice will be sent to customers when the accounts are 31 days late. A notice will be sent informing customers of impending collection proceedings when the delinquent account is 60 days past due
- Delinquent accounts will be sent to the university's collections manager the first quarter after the final late notice or submitted to the university's Controller to initiate payroll deduction.

3. Procedure

Account processing is performed in TelMaster Call Accounting System daily, Monday through Friday.

4. Definitions

Late Payment Fee: refers to a charge added to delinquent telecom invoices for personal long distance calls made using an assigned seven-digit, non-business, authorization code.

5. Related Information

Code of VA, Section 2.2-4.805 § 2.2-4805. Interest, administrative charges and penalty fees.

Each state agency and institution may charge interest on all past due accounts receivable in accordance with guidelines adopted by the Department of Accounts and at the underpayment rate prescribed in § [58.1-15](#). Each past due accounts receivable may also be charged an additional amount that shall approximate the administrative costs, excluding attorneys' fees not authorized by contract, arising under § [2.2-4806](#). Agencies and institutions may also assess late penalty fees, not in excess of ten percent of the past-due account on past-due accounts receivable.



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The Department of Accounts shall adopt regulations concerning the imposition of administrative charges and late penalty fees.

6. Policy Background

7. Approvals and Revisions

Approved By: Radford University Cabinet

Date: August 20, 2009