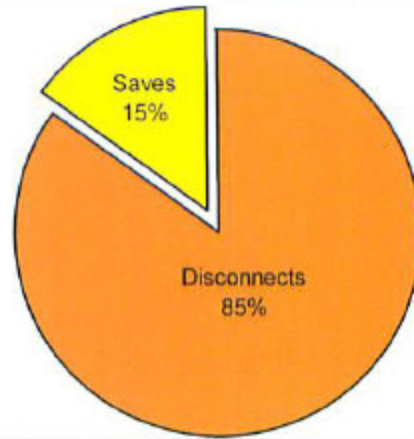


Customer Saves Using Field Collections

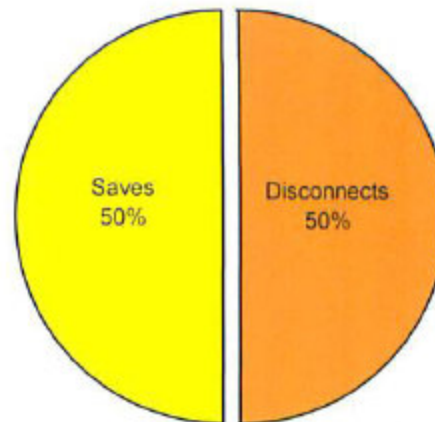
Traditional: Disconnect work orders are completed by a technician during regular work hours with one trip to the home.

Traditional Non-Pay Disconnects



Collections Only: Field collectors make multiple attempts to save the customer. Customers that cannot be saved are turned back in to the provider and a work order is generated for the traditional plan.

Collections without Disconnects



Collections with Disconnects: Field collectors also perform the disconnect. Multiple attempts are made to save the customer. These attempts continue until the payment is collected or the customer is disconnected.

Collections with Disconnects

