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Star Communications Refund Policy

At the time of service discontinuance with Star Communications (Star), including cancellation of service prior to service activation, any amount due the customer in the form of a refund will be determined after the final billing cycle has completed and charges have posted to the account. This is to ensure all charges due Star, such as but not limited to, long distance toll charges, collect call charges, third party billed charges, Operator service charges, directory assistance charges, telephone line charges, DSL charges, calling feature charges, etc., are collected from the account prior to the distribution of any refund. A refund may be generated as the result of a deposit no longer needed on the account or should the account have a balance due the customer. All refunds will be processed by check, usually within 30 calendar days from the time of the final billing cycle completion.

If a payment error has occurred either by the customer or Star via credit card, the refund may be processed to the credit card account number.

For further information on Star's Refund Policy, please contact Star Communication's Customer Experience at 800-256-9740, Monday through Friday, between the hours of 8:00 a.m. and 4:30 p.m. Central Time.