

Debt Collection and Disconnection Process

Stage 1: Five days before bill payment due date.
Chess will send an email and an SMS text message reminding customers who do not have an active Direct Debit that it is time to pay their bill. If the customer does not pay their bill by the due date, a £25 late payment charge will show on their next invoice, in line with Chess standard terms and conditions.
Stage 2: Three days after bill payment due date.
Chess will send an email, and an SMS text to customers with a cease warning notice. During this period, customers will also receive a telephone call to collect the debt. If payment is still not received five days after the due date, a temporary out-of-service bar will apply to all services. When the out-of-service bar is active, customers can make calls to emergency numbers, e.g., 999, and receive incoming calls. If a customer makes a bill payment when the out-of-service bar is active, it will cost £25 to reconnect the services, in line with Chess standard terms and conditions. If the bill payment date remains unpaid ten days after the bill payment due date, Chess will permanently cease the service. The customer will not receive any incoming calls or make any outgoing calls, including any emergency calls to 999 and other emergency numbers. As a result, customers could lose their number permanently and other services on the account.
Stage 3: Termination fees will apply
Chess will add termination fees to the customer account and start the legal process to collect the outstanding debt. Chess will offer the chance to reinstate all services if the outstanding balance payment is received. However, customers must set up a new contract, and installation charges may apply. To make payment and reinstates services, please call 0330 332 7981

Emma Stott

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Customer Service Director