

Payment Policies

ring-u sets a **Billing Date Of Month** (BDOM) when a customer registers their Hello Hub and signs up for service from 1 to 28.

Customers that sign up on the 29th, 30th or 31st may have an actual BDOM of the last day of the month (as months vary in number of days).

Billing Process

At **3 days before** a customer's billing day of the month, the **ring-u** system will do the following:

(sp)(sp)(sp)- Verify the payment methods on the account for expiration. This step may include pre-authorization.

(sp)(sp)(sp)- Send a notice via email of the upcoming payment and verification status.

At **1 day before** the customer's billing day of the month, **ring-u** will:

(sp)(sp)(sp)- Send a notice via email of the upcoming payment.

On the Billing Day of the Month, **ring-u** will:

(sp)(sp)(sp)- Invoice the account, adding regional taxes and fees as required.

(sp)(sp)(sp)- Using the payment methods (credit cards) provided, charge for and receive payment.

What Happens When Things Go Wrong?

What happens when the credit card on file is denied, expired, removed?

(sp)(sp)(sp)- **ring-u** will notify the customer via email automatically that funds are owed.

(sp)(sp)(sp)- **ring-u** will attempt to charge using the method on file again the next morning, and again over the next 3 days.

(sp)(sp)(sp)- If payment is still unsuccessful after 3 days and we have heard nothing from the subscriber, **ring-u** will suspend external service.

(sp)(sp)(sp)- If payment has not been received within **30** days of due date, **ring-u** may consider this account closed and release phone numbers.

Please be assured, **ring-u** will make every effort to contact you via email prior to the billing date and up to 3 days after the billing date. To ensure the continuity of your phone service and associated phone numbers, please consider:

(sp)(sp)(sp)- Keeping more than one payment method in the system.

(sp)(sp)(sp)- Maintaining a Wallet balance slightly higher than an average month's service bill, as the Wallet Balance can be used for monthly services.

(sp)(sp)(sp)- Communicate with us. We know things happen, but we need to know when it happens to you.

We are a small company and are available via email and phone, with a Southern US accent and usually a bad sense of humor.

From:

<http://139.177.207.68/wiki/> - **support wiki**

Permanent link:

<http://139.177.207.68/wiki/doku.php?id=payment-policy>

Last update: **2022/06/08 15:25**

