

# 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 call during the business day to make sure notices were received (in case of an email address change or problem) and see if we can assist, not necessarily on the day of failure.

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

(sp)(sp)(sp)- If payment is still unsuccessful, **ring-u** will try to contact the customer again via email and phone.

(sp)(sp)(sp)- If payment is not received and arrangements have not been made by end of day, external phone service will be disconnected.

(sp)(sp)(sp)- If payment not made after **30** days of non-payment, **ring-u** may consider this account closed and release phone numbers.

Please be assured, **ring-u** will make every effort to contact you to ensure the continuity of your phone service and associated phone numbers. There are things that you can do to make sure service is uninterrupted:

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

(sp)(sp)(sp)- Keep slightly more than an average month's service bill in your **ring-u** wallet, as it can be used for monthly services.

(sp)(sp)(sp)- Communicate with us.

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

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