

## Payment Procedure, Options and Collections

### 1) Billing Procedure

- The 1<sup>st</sup> of every month bills are issued to customer via e-mail or postal mail. Payments are due by the 10<sup>th</sup> of the month. The bill is for services for the month of the bill date, i.e. January 1<sup>st</sup> bill is for January service.

#### A. Payment Options

- Customers must have a valid form of payment on file Credit Card, Debit Card or ACH.
- Customer must have a valid email address on file.
- Customer agrees that we can charge the form of payment on file for all install charges on 1<sup>st</sup> invoice automatically.
  - If payment declines, customer service will contact customer for alternate payment method.
  - If Customer pays with ACH and Payment Declines after 5 days:
    - Customer Service will follow NSF process
- **ACCEPTABLE FORMS OF PAYMENT:**
  - Auto pay-- with Credit Card, Debit Card. We accept Visa, Master Card, Discover or American Express
    - Day to process auto pay can be the 1<sup>st</sup> through the 10<sup>th</sup>.
  - Auto pay—with ACH.
    - Day to process auto pay can be the 1<sup>st</sup> through the 10<sup>th</sup>.
    - Requires an ACH Form signed with a voided check
    - Form: [Authorization for Direct Payment](#)
  - Pay via Online Payment Portal <https://portal.invisimax.com/>
    - Customer will have to contact InvisiMax to initially setup account.

### 2) Credits & Refunds:

- InvisiMax does not issue credits or refunds on services that are disconnected, suspended or downgraded after the 1<sup>st</sup> of month. Services are billed out in full on the 1<sup>st</sup> of the month, for the upcoming month. Requests for disconnects, suspends or downgrades, should be requested prior to the 1<sup>st</sup> of the month to avoid additional billing charges.

### 3) Payment Collections

#### A. Past Due Notification

If payment is not received by the 30<sup>th</sup> day after invoice date, a past due payment reminder will be sent via email that we have not received the previous month's payment and the current month's payment is due the 10<sup>th</sup> of the month.

#### B. Notice Account to be Suspended

If payment is not received by the 60<sup>th</sup> day after invoice date, an email will be sent informing customer that on the 11<sup>th</sup> day if payment is not received service will be temporarily reduced until account is paid current up to the first day of the current month. Also, a late payment fee of \$2.00 will be assessed if payment is not received by the 10<sup>th</sup>. Service will be restored upon receipt of payment. If payment is not received by the end of the current month, account will be suspended for nonpayment. Payment in full plus a \$49 reconnect fee will be required to be paid to get hooked up after suspension.

#### E. Consistent Late Payment Policy

If a customer appears **three times** on the past due list, that customer may be required to have their bill charged to a credit card, or pay in advance, or services will no longer be provided.

#### C. Collection Agency

Further collection efforts, including utilizing a collection agency, may be used to collect unpaid amounts if customer gets disconnected.