

# Iconnect360 Payments Policy

Topic: Payments Policy

Created by: iconnect360

Date: 10 October 2012



**iconnect360**  
membership management in the cloud

## Overview

It is our aim to make sure that our policy on collecting recurring payments for iconnect360 services is clear and easy for all to understand.

## Collecting Recurring and One-off Payments for iconnect360

It is our policy that all recurring payments for iconnect360 will be collected monthly and in advance. This policy outlines specifically how we apply the payment terms as stated in the iconnect360 terms and conditions.

## What does this mean for clients?

- When you fill in the iconnect360 application form you will need to provide a bank account or credit card from which we will deduct your recurring payments.
- During the set-up of your account either your bank account or credit card provided will be debited for the first and second month of license fees.
- If you purchase additional monthly support as outlined in our Cloud Care Support Plan the first and second month of support fees will also be debited from your bank account or credit card.
- When you fill in the iconnect360 application form or at any time in the future if you order hardware we will also use your bank account or credit card provided to debit the cost of the hardware. Payment for hardware will be debited prior to iconnect360 placing an order for your hardware.
- Other fees for services provided during the set-up of your account or ordered at a later stage during our relationship like data migration, training, implementation will also be debited from the bank account or credit card you have provided.

## How Do We Manage Failed Payments for Recurring Payments?

As we will be direct debiting payments from your bank account or credit card sometimes there may be a situation when due to some unforeseen circumstance the debit fails.

- If your payment fails you will receive a notification stating your debit has failed and the reason for the failure.
- To make good on this payment you can pay via credit card through our IVR (telephone system) or call our call centre 1300 300 553 or wait for the second debit to occur.
- The second debit will occur 7 days later.
- If your payment fails for the second time we will again notify you via email of this failure.
- At this point you will have 14 days to pay the outstanding fees.
- If we do not receive payment during this period your account will go into arrears at the beginning of the next month.
- Once your account moves into arrears we will take the action to turn off your access to iconnect360
- If you would like it turned back on you will need to pay any outstanding fees on your account.

## How Do We Manage Failed Payments for One-off Payments?

As we will be direct debiting payments from your bank account or credit card then sometimes there may be a situation when due to some unforeseen circumstance the debit fails.

- If your one-off payment fails you will receive a notification stating your debit has failed and the reason for the failure.
- To make good on this payment you can pay via credit card through our IVR (telephone system) or call our call centre 1300 300 553 or wait for the second debit to occur.
- The second debit will occur 7 days later.
- If your payment fails for the second time we will again notify you via email of this failure.
- We require payment for hardware, data migration, training and implementation prior to providing these services so if your payment fails we will not be able to deliver the service.

# How to change your bank account or credit card for recurring and one-off payments

You can at any time change your bank account or credit card that you have given us to collect recurring or one-off payments. There are a number of ways you can do this which include;

- You can put your request in writing sending this to us via mail, or fax.
  - This request needs to have your account details including the current bank account and or credit card.
  - It also needs to have the new bank account and or credit card that you are changing to.
  - It needs to state the iconnect360 account name and your client billing number.
  - It also needs to have the signature of the person who owns the account. This is the person who signed the original application form.
- You can fill in a change bank account or credit card details form
  - You can also request this form via email at [support@iconnect360.com](mailto:support@iconnect360.com)

You may notice that we do not accept these requests sent to us via email or scanned and emailed to us. We do not encourage this due to the lack of security in transmitting these types of requests via email. Once we receive your request in writing or the change of bank account or credit card details form it will take up to 2 working days to make these changes to your account.