



## Billing and Payment FAQ:

Answers provided below do not supersede our Terms of Service, or Acceptable Use Policy located here: <http://gozoom.ca/legal.html>

### 1] How much is the installation ?

Installation amounts vary depending on many factors (location, technology, speed, Wifi router (if required), among other things). An installation price is always provided prior to our installing the service.

### 2] When do I pay for installation ?

Installation amount is due in full when the service is installed and functional. Accounts that have not paid the installation amount within 24 hours will be disabled until payment in full has been made. If payment is not made goZoom reserves the right to remove our equipment and pursue collection of the amount of installation via small claims court as per our Terms of Service document located here <http://gozoom.ca/legal.html>

### 3] When do I pay for service ?

Payment for service begins on the day after the installation is completed. The customer always pays for the service in advance.

The first service invoice will be sent the day following installation and will be a per day rate from that date until the start of the billing period.

To calculate your per day rate use the formula (monthly fee x 12 months) / 365 days. The customer will thereafter receive the regular monthly bill on the billing date for that billing period.

### 4] When is the "billing period" ?

We invoice on either the 1<sup>st</sup> or the 15<sup>th</sup> of the month. Payment is due on the 15<sup>th</sup> or the 1<sup>st</sup> respectively, and the customer is paying for the period from the 15<sup>th</sup> to 15<sup>th</sup> or the 1<sup>st</sup> to 1<sup>st</sup> respectively. When the customer's billing occurs depends on when the customer is connected. That date can be change but you must contact [billing@gozoom.ca](mailto:billing@gozoom.ca) to do so.

### 5] How do I pay ?

We accept many forms of payment, cash, credit card, email money transfer etc. Call the office and speak to Accounting for details.

### 6] What is the cancellation policy ?

Cancellation policy is the Next business day. Saturday and Sunday are not considered 'business days', nor are statutory holidays in this context. So if you decide to cancel on Monday the service will be deactivated on Tuesday. If you cancel on Friday the service will be deactivated on the following Monday. That is assuming that all of the above days are 'business days'.

### 7] I canceled on the 10<sup>th</sup> and you still took money from my account on the 15th!

Electronic Funds Transfer (EFT) batch file must be submitted to our banking institution 5 business days prior to the transfer of funds. Once submitted that file cannot be adjusted. This means that in some situations the customer will be debited the service amount even though they have canceled service – that is beyond our control but we do refund over-payment in these situations. It is recommended that the customer contact us well in advance of their billing date to avoid this issue.

Alternatively customer's often setup an automatic payment for their service – we are unable to not accept that form of payment – PLEASE verify that you have removed said payment if you cancel service to avoid sending us money. Processing fees to return these funds may apply in this situation.