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# Billing Information & Method of Payment

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This page should answer basic questions you might have about how you are billed and method of payment for any of our services. If you have questions that are not answered below, please contact *Commerce Connections* ® directly.

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Payment for services can be made with any of the following:

- Credit Cards
- International Money Orders
- Money Orders
- Business or personal checks

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All prices are given in US dollars. Prices are subject to change without prior notice.

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We are pleased to provide Credit Card Payment capability for our services through PayPal, a totally secure Internet transaction procedure.

The following Credit Cards are accepted by our PayPal account. Click on the PayPal button below. You will be taken to PayPal's secure Internet payment site.



*Thank you!*

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The *setup fee* and first month's *service fee* (see price schedule) are required as prepayment for all Hosting Services or Virtual Server orders from new customers. The *setup fee* is nonrefundable. *Commerce Connections* ® requires that all new customers submit a signed copy of the Website Hosting Agreement and Acknowledgment or the Virtual Server Agreement and Acknowledgment (which ever is appropriate).

Requests for Website Hosting or Virtual Servers from new customers can be configured within one (1) business day pending receipt of these signed contracts and the required prepayment. Orders for new Virtual Servers placed by existing Resellers in good standing can be configured in as little as one (1) day. The setup fee and first month's *service fee* will simply be applied to the Reseller's account.

If you order your Hosting Service or Server after the first day of the month we will prorate

*your first month's service fee.*

Once your order has been processed, your Website Hosting or Virtual Server configuration information and first invoice will be sent to you directly via e-Mail.

Requests for modifications to an account, or anything that requires a charge or invoice to the Reseller, must be received via e-Mail. Examples of such request include, but are not limited to: adding additional megs of space to a Hosting Account or Virtual Server, adding additional domains names to an existing Virtual Server, or requests for termination or disablement of a Virtual Server account.

All accounts are billed according to the calendar month. Terms are set at Net 20 (net amount is due within 20 days of billing date). Resellers receive a monthly invoice on the 1st day of every month via e-Mail (no paper copy of the invoice will be sent). If you are paying with a credit card, your credit card will be charged on or around the 10th day of the month. For those credit cards that are not cleared on the 10th day, a second billing attempt will take place on or around the 20th day of the respective month.

If you are paying with other methods (money order, check, etc.), payment should be received at *Commerce Connections*® Corporate Headquarters by the 20th of the month.

If the monthly invoice balance is left unpaid after the 20th day, your account(s) are subject to being disabled. Notice of disabled accounts will be sent to you via e-Mail.

Daily invoices will be sent to you via e-Mail confirming the services you ordered for that day. Daily invoices, monthly invoices, credit statements, and payments can be reviewed online in the billing information sections of the Reseller Backroom (only for Virtual Server Clients).

If we register a domain name in your behalf, please be aware that *Commerce Connections*® will bill you separately for your domain name. Our current charges are \$25.00 which covers initial registration and updates to the domain name's database record for a period of one year. Renewal fees are charged at the rate of \$25/year thereafter. You may register your domain name for a period of 1 to 10 years. Please note, we no longer use InterNIC for domain name registration.

*Commerce Connections*® will bill you for all of the Virtual Servers accounts you resell. You then, in turn, are responsible for billing your clients directly. Your bill to your clients would include the Virtual Server fees you charge in addition to any other website design, maintenance, and consulting fees you may provide to your clients.

Only the first month's *service fees* are prorated. All monthly *service fees*, thereafter, are billed for the entire month and are not prorated upon cancellation.

All clients are responsible for backing up their own files separately. However, *Commerce Connections*® does provide three levels of backup, the first two on disk, and the third on

tape. Should you need to restore a file found on the primary and secondary backups, there will be no charge. File retrieval from the tertiary backup, or the tape backup, will be charged a *file retrieval fee* of \$150.00 (see Retrieving File Backups for more information).

There is a \$75.00 *file retrieval fee* to restore a terminated Virtual Server account from backup. The data may or may not exist. We generally assume that if you terminate an account that you have off-loaded the files to another system. *Commerce Connections*® cannot guarantee that data files for terminated accounts will be retrievable. The \$75.00 *file retrieval fee* will be charged in addition to the normal \$50.00 setup fee.

**Note:** A \$25.00 *service fee* will be charged for all invalid credit card information and/or returned checks.

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**Provided by: [www.CommerceConnections.com](http://www.CommerceConnections.com)**