

Active DataComm, Inc.
1203 Nelle Street
Tupelo, MS 38801



Dear Active DataComm Web and E-Mail Hosting Customer,

Effective June 1st, 2015 Active DataComm® will no longer process paper invoices for our web, e-mail hosting, and domain name renewal services.

To offer a more efficient and cost-savings billing method we now have an easy and secure “PCI Compliant” platform with our merchant account processor that allows you to set up a specific credit card for automated payments rather than cutting a check and spending postage each billing cycle.

In the past there have been some customers to get behind on payments due to the checks not arriving in time, lost invoices, or general oversight, and it caused an interruption of web and e-mail services that greatly impacts your business continuity!

What steps do I need to take to setup my account?

We will not send out a postal request for you to write down your credit card information for security purposes. Please call our office and speak with either Kristi or Johnny to setup your preferred credit card for payments. This will only take a few minutes to update our system with your automated billing details. Please have your card ready and make sure you know the correct billing address associated with the card.

Will I still receive a paper invoice?

Each time your credit card is processed for payment the contact on file will receive an e-mail receipt of payment. (See sample below) If there isn't any way for you to setup an automated payment account and need to receive paper invoices there will be an additional \$3.00 administrative fee for each web and e-mail hosting invoice. Additionally, for each invoice that is past due net 30 the account will be suspended and there will be a \$25.00 re-activation fee.

What if we pay annually and have already paid for the year?

You still need to contact Kristi or Johnny to setup your preferred card for payment. We have dedicated this time to input this information into the system for all current customers and when it comes time for renewal you will be ready for processing and not experience an interruption of service.

We also welcome you to setup this payment method for any of our other services that you are currently using, i.e.; ABAR (Active Backup & Recovery) Data Backups, E-Mail Filtering Services, Monthly Service Agreement, Remote Monitoring and

Shipping:
Active DataComm®
1203 Nelle Street
Tupelo, MS 38801

Billing:
Active DataComm®
1508 Leighton Drive
Tupelo, MS 38801

Physical:
Active DataComm®
1203 Nelle Street
Tupelo, MS 38801

Phone: (662) 620-7996
Fax: (662) 620-7763
support@callactive.com
www.callactive.com

Management System, and even your regular service invoices. When you receive an invoice for any of these services you may e-mail or call and request for us to use the card on file for your account.

SAMPLE E-MAIL RECEIPT OF PROCESSED PAYMENT:

Thank you for your business. Your receipt details are below:

PNRef 214645013
Host Ref 512117795321
Date 6/1/2015
Time 7:27:29 AM [EDT]
Customer ID ADCINC
Trans Type RepeatSale
Invoice# RECURWEB
Name John Doe
Issuer MC
Account *****1234
Exp Date ****
Entry Method Manual
Tax Amt \$0.00
Total Amt \$45.00
Street 123 Main Street
Zip 38801
Result Approved
AuthCode 01914B
Message APPROVAL
AVS Response X
Batch Number 1

How often will my card be charged?

Active DataComm Web and E-Mail Hosting is billed quarterly on the first business day of January, April, July, and October.

We also offer an annual billing plan, pay for 12 months and receive 1 month free. Your annual billing will occur on the first business day of the month that your hosting account started.

UNLIMITED PROMOTIONAL OFFER: RECOMMEND A NEW WEB AND E-MAIL HOSTING CUSTOMER TO ACTIVE DATACOMM® AND IF THEY SIGN UP WE WILL CREDIT YOUR HOSTING ACCOUNT WITH 1 “FREE” MONTH OF HOSTING – PER NEW CUSTOMER!

As always, we appreciate the opportunity to serve you. We hope this new automated payment method will be beneficial and more efficient for you.

If you are interested in streamlining your business for receiving automated payments from your customers we would be more than happy to consult with you and recommend a great merchant account processing partner that can help you save on card processing rates and offload your Payment Card Industry (PCI) Data Security Standard requirements.

Sincerely,

Johnny B. Fears – President
Active DataComm, Inc.

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