

## Billing Policy

By creating an account with Opus Interactive, client agrees to provide Opus Interactive with complete and accurate billing information at the time the account is created. Client also agrees to update this information within 30 days of any change. Billing information includes client's legal name, physical address/mailling address, and telephone number, and a valid email address that client checks on a regular basis. Providing false or misleading billing information shall be cause for immediate and permanent termination of the account. Client agrees that he/she is responsible for making payment in full including any applicable sales tax to Opus Interactive for any account that the client has opened. Once an account has been opened it is deemed "active" whether or not the account is being used. Invoicing and services will remain "active" until the client has properly cancelled the account (see below: Canceling Accounts).

### Online Secure Account Center:

Secure online access to client account information is available for checking account billing and payment history as well as making credit card payments. Login to the Secure Account Center is the email address we have on file for Client's account. If we do not have a current email address on file, it can be updated online from the Account Services page of this web site.

### Invoicing:

Opus Interactive invoices its clients on a monthly, quarterly, semi-annual or annual basis. Each invoice is for the next period of service, meaning that Opus Interactive pre-bills for the next period of service. There are several methods by which invoices are delivered to the client.

### Auto Credit Card Processing

- This method ensures timely payment, which benefits the client because they don't have to worry about their account expiring, and it also benefits Opus Interactive, who receives timely payment and improves cash flow to increase our quality of services to the client. A credit card processing fee applies for using this method.
- Opus Interactive processes all credit cards for this payment method 3 days before the end of each month.
- All declined credit cards will be subject to a \$1.50 charge per decline.
- Accounts that have a balance 30 days or older are subject to disconnection without prior notice and will be subject to a \$20 reconnect fee.

### Paper invoices via USPS and email invoices:

- Paper invoicing is only available for accounts paying quarterly, semi-annual, or annual billing.
- Opus Interactive sends all paper/email invoices on the 15th of each month or by anniversary date.
- Payments are due according to the terms on the invoice.
- New clients will be prorated for service depending on the activation date of their account. This prorated amount will show up on their first invoice along with the next month's or next billing cycle's charges. This means that the first invoice may actually be more than subsequent invoices.
- Accounts that have a balance 30 days or older are subject to disconnection without prior notice and will be subject to a \$20 reconnect fee.
- Reconnect fee for delinquent accounts will be waived if client agrees to change to auto credit card processing for the monthly method of payment.

**Billing Errors:**

In the event that an Opus Interactive client receives an errant invoice or does not receive an invoice at all, the client is advised to call or email immediately to rectify the error. An errant invoice or missing invoice does not negate charges for service or change the date for which payment of the service is due. We understand that billing errors can be frustrating and it is our policy to minimize billing errors and to pursue a solution to any billing error immediately.

**Methods of Payment:**

Opus Interactive prefers automated ACH payment processing. This ensures timely payment and avoids the hassles of accounts becoming expired for non-payment.

**Credit and debit card payments.**

- We accept Visa™, MasterCard™, and American Express™
- Payments can be made via our Secure Account Center.
- Automatic credit card billing is provided by opus upon request.
- All Declined credit cards will be subject to a \$1.50 charge per decline.
- Checks and money orders are accepted and should be mailed to:

**Opus Interactive**  
**8135 NE Evergreen Parkway**  
**Suite 1220**  
**Hillsboro, OR 97124**

- Payments are due according to the terms on the invoice.
- Returned checks will be subject to a \$25 NSF fee.
- Accounts that have a balance 30 days or older are subject to disconnection without prior notice and will be subject to a \$20 reconnect fee.
- Reconnect fee will be waived if client agrees to change to auto credit card processing for the monthly method of payment.

**Billing Disputes:**

All billing disputes must be received at our business office in writing either by postal mail or by email. The obligation to pay for service will continue until such notice is received. Termination of service does not constitute relief from charges incurred prior to termination.

**Canceling Accounts:**

All account cancel requests must be made to our business office in writing either by postal mail or email with 30 days prior notice. The obligation to pay for service will continue until such notice is received. Termination of service does not constitute relief from charges incurred prior to termination and any and all overage/usage charges. Requests should be emailed to [support@opusinteractive.com](mailto:support@opusinteractive.com) or via USPS to Opus Interactive, 8135 NE Evergreen Parkway, Suite 1220, Hillsboro, OR 97124.

**Past Due Accounts:**

- Accounts that have a balance of 30 days or older are subject to disconnection without prior notice and will be subject to a \$20 reconnect fee.
- Reconnect fee will be waived if client agrees to move to auto credit card processing for the monthly method of payment.
- Accounts that are 60 days or older are considered seriously delinquent

- For overdue invoices, Customer will pay Opus interest on the overdue amount at a rate of one and one-half percent (1.5%) for each month or pro-rated part of a month (or the maximum rate allowed by law, whichever is less) that the payment is overdue.