



COMMON QUESTIONS FOR BILLING

Common Questions for Billing

HOW DOES JIVE'S BILLING WORK?

Jive bills on a month-to-month basis and invoices are sent out at the beginning of each month. All of the charges on Jive's invoices are pulled from the customer's PBX or Online Portal. For example, if a customer has 5 devices (ie. phones) and 1 DID on their PBX, those totals will reflect on their next recurring invoice. If a device is added during the month, that charge will be pro-rated on the next recurring invoice. If a device is removed during the month, the charge will take effect on the next recurring invoice.

WHAT ARE THE LINE ITEMS ON THE RECURRING INVOICE?

- **Handsets—service charge:** Total number of devices on PBX.
- **SIP Trunks:** Total number of concurrent calls allowed by SIP Trunks on PBX.
- **DIDs—service charge, telephone numbers:** Total number of phone numbers on PBX.
- **Regulatory Recovery Fee:** Federal fee required (13.81% of services).
- **State and Local Regulatory Recovery Fee:** State and Local fee required. This varies on the State and Local mandates.

WHAT IS PRO-RATING?

To pro-rate means to adjust proportionately. For example, if the monthly charge for an account is \$100 per month, and the account is activated on the 16th of the month, instead of paying the full \$100 the invoice would include a "pro-rated" discount of \$50. The account would only be charged for half of the month that their service was active. Once an account begins a full month of service (from the 1st to end of month), it is billed on a month-to-month basis. A mid-month cancellation will not be credited as cancellations are effective on the billing cycle (month-to-month) basis.

DOES JIVE CHARGE SALES TAX?

Yes, Jive is required to charge sales tax on the sale of equipment. The sales tax is based on the ship-to location. If a customer is exempt they will need to send Jive a Certificate of Exemption.

WHAT IS THE TIME SPAN CAPTURED IN THE RECURRING INVOICE?

Jive bills in advance on a month-to-month basis. For example, a recurring invoice sent out on January 1st will cover the month of January. Any non-standard usage (international, toll-free, etc.) that occurs during the month will be invoiced in the following month.

WHY IS THE FIRST INVOICE CHARGING DOUBLE FOR SERVICES?

Since Jive bills in advance and once a month, the first bill has to cover any historical activity to “catch up” a new customer. The portion charged for the previous month is automated based on the activation date of the customer’s first number. For example, if a customer starts service on January 16th, on Feb 1st their bill will include charges for February as well as charges for half of the month of January. Customers should work with their account managers if they have a start date that is in question.

WHEN DOES JIVE BEGIN BILLING FOR SERVICE?

- **Voice.** Billing activation for begins after the first number is ported and/or activated. This will include any New Local and Temporary numbers activated.
- **Broadband/Data.** Billing activation begins upon installation of services.

HOW ARE INVOICES SENT TO EACH CUSTOMER?

All Jive invoices are available in a PDF format and are emailed to each customer at the beginning of each month. In order to be eco-friendly, Jive does not send any invoices via paper mail. All invoices are sent via email. Each account must provide an Accounts Receivable contact upon service setup.

WHAT IS THE PAYMENT SCHEDULE FOR EACH INVOICE?

Payments are due on a Net 15 basis.

WHEN ARE RECURRING INVOICES SENT OUT?

Recurring invoices will be sent out at the beginning of each month via email.

WHAT ADDITIONAL BILLING INFORMATION IS AVAILABLE?

Call logs, as well as additional reporting features, are available in the customer portal.

WHAT IS THE PROCESS FOR COLLECTING PAYMENT ON PAST-DUE ACCOUNTS?

If payment is not submitted, Jive has the right to apply late fees or disrupt service. Upon service disruption due to nonpayment, accounts will be suspended until payment is remitted.

WHAT PAYMENT OPTIONS ARE AVAILABLE?

- Check
- One-Time ACH
- Credit Card (One-Time)
- Automatic Payment (ACH)

HOW DO THE AUTOMATIC PAYMENTS WORK?

A customer may sign up for automatic payments by requesting a form from the Accounts Receivable team and returning it before the 7th of each month. The payment will be taken out for any open balances on the account on the 10th of each month. The automatic payments are not available through credit card.

WHAT IS A W-9?

Form W-9 is used when a business needs to have your name, address and taxpayer identification number so the business can issue a tax document to you and to the IRS. All W-9 forms must be submitted to Accounts Payable.

WHAT IS NEEDED TO CORRECT AN INVOICE THAT HAS EXTRA HANDSETS/DIDS?

Jive's billing is automated to pull totals from the PBX or Online Portal extra handset or DID must be

removed first from the PBX. In order for future invoices to be corrected, customers must remove the extra devices or DID's from their Online Portal.

WHAT IS REQUIRED TO CANCEL AN ACCOUNT?

A cancellation form must be completed and submitted to the fulfillment team fulfillment@getjive.com at least 10 days prior to the end of the month to prevent being billed for service the following month. There is no cancellation fee, only a requirement to pay the last recurring invoice.

**If a customer has a contract they must pay the remaining amount on the contract and follow any requirements specified on the contract.*