



CUSTOMER BILLING

CUSTOMER BILLING & COLLECTIONS

City Hosted Solutions invoices are sent on the 1st day of each month and are due on the 20th. In the event the total payment is not received, we will attempt to collect payment as follows:

The customer will receive three (3) notices via email prior to service being shut off:

- 1st Notice: 25th of the month
- 2nd Notice: 10th of the following month
- 3rd Notice: 15th of the following month

If payment is not received by the 15th of the following month, our team will attempt to call the customer until the 20th of that month.

If payment is not made by the 20th of that month, service will be suspended.

If payment is not received by the 30th of that month, the account will be permanently closed and referred to an outside service for further collection activity.

As a City Hosted dealer, you are paid for all revenue collected on behalf of your customer. We will keep you updated on any customers in our collection process.

PAYMENT OPTIONS

City Hosted Solutions is committed to providing your customer a timely and accurate bill for their services. By default, we deliver your customer their bill via email with traditional mail also available.

Customers have the option of paying their bill by check or via the following methods:

Automatic Payment

Payments can be made automatically using a checking account, savings account, or major credit card. (Reward points anyone?)

Pay By Phone

Customers can pay by phone using a check (additional fees apply) or major credit card.

Questions?

Kathryn Whittington can help you with any questions about billing or collections.

You can reach Kathryn at:
kathrynw@cityhosted.com
602-515-0303