

# New Billing Policy

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Dear Customers,

Further to our note of last week regarding our new billing system, we wanted to provide some further information in response to some questions received.

1. Our new billing system has a different approach to billing generation and notifications:

Invoices are generated a month before they are due, giving customers time to make payment. Note that payment can also be accepted by credit card by phone

For any customers who have their credit card information on file with us, their invoice will be automatically paid 1 day prior to the due date

After the invoice is due, reminders are sent out 7, 15 and 23 days thereafter and a late fee of 2% per month is added at 15 days after the due date. Note that this is 45 days after the invoice was first generated

If the invoice is more than 30 days overdue, the account is suspended. Note that this is 60 days after the invoice was first generated.

2. Parador Interactive Inc. will no longer issue and mail printed invoices. With today's communication tools, it is logistically unnecessary and environmentally irresponsible to print, pack and mail invoices. For customers still wishing to receive a printed invoice, a \$5 per invoice fee will apply. Parador Interactive Inc. will collect this fee and donate 100% of the proceeds to the Forest Stewardship Council.

If you require a paper invoice generated and mailed, please contact our accounting department and we will make the required notes and updates to your account.

Please feel free to contact us at any time should you have any further questions.

Other related items:

Parador Website Maintenance & Technical Support Policy