

bcm one NextGen Communications. Managed Services.

Payment Portal FAQs

> What is the URL?

Do you have additional questions? Contact CustomerCare@BCMOne.com or 1.888.543.2000

paybill.bcmone.com

> What methods of payment can I use?

You can pay by credit card (Mastercard, Visa, Discover or American Express) or debit card with a 3% fee applied to your next month's invoice or you may pay by ACH/Echeck (electronic check) with no fee.

> Can I set up auto pay through the new Payment Portal?

Yes! You can register in the Payment Portal to set up automatic payments via ACH/Echeck or credit card (with a 3% fee) to one or multiple accounts. Or you may choose to make only a single payment. **Note: AutoPay must be set up at least one day before the due date or it will not take effect until the following month.**

I currently am set up to pay BCM One with wire transfer/ACH/Echeck payments that are initiated through my bank. Do I have to set up wire transfers or ACH/Echeck payments in this new Payment Portal?

No, if you are currently initiating payment from your bank to pay BCM One, you do not need to make any changes.

> Can I pay for multiple accounts?

Yes, you can make payments to one account number or multiple accounts.

> How long does it take for my payment to be credited to my account?

Payments made before 6 pm ET will be reflected on your account the next business day.

> Will I receive a receipt?

Yes, you will receive a receipt via email after making a payment.

> Is the Payment Portal secure?

Yes, Paymentus Instant Payment Network (IPN) enables you to securely and confidently make payments. Paymentus uses integrated fraud management, and is SOC 1 and SOC 2, and Payment Card Industry (PCI) compliant.

Pay your bill in 3 easy steps without registering. All you need is your	Enal
account number from your paper bill.	somenegexample.com
Payments made prior to midnight will be posted to your account next day. Payments made after midnight will be posted within 48 hours. For each payment, you will receive a confirmation number for your records.	Password
	Password Don't have an account Register New
PayNoe	Login Parent your pawwered?

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