

Billing and Payment

Do you take any other method of payment besides a credit card?

No, Currently we do not take any other form of payment. We are working on accepting paypal payments

What kind of Credit Cards do you accept?

VoIP-NA currently accepts American Express, Discover, MasterCard and Visa cards. Check/debit cards with the logo of one of these providers are also accepted.

Do you accept Credit Cards issued outside USA?

Currently, Our VoIP service only accepts credit cards with a United States and Canadian billing address as a form of payment.

How do I change my credit card information and billing address.

Please contact billing@voip-na.com for further assistance.

How do I cancel the subscription of VoIP of North America Service?

Please contact billing@voip-na.com before your next billing cycle starts.

What taxes do you charge?

VoIP of North America collects a 3% Federal Excise Tax on all service charges and 0.45% per line as Regulatory Recovery fee. Total = 3.45%

What if there is a problem with my credit card?

If your automatic monthly credit card payment cannot be processed for any reason, we will notify you immediately by email.

- If payment is not received after ten days, your outbound calling service will be suspended for 10 days.
- If your payment is not received after 20 days, your service will be suspended entirely pending complete and full payment of any and all outstanding account charges.
- If after 30 days, your account balance has not been paid in full your account will be deactivated. You will be charged a \$9.99 reactivation fee.
- After 60 days, the account will be terminated. If your account is terminated, you will have to re-subscribe to our service.

Can I change my rate plan at any time?

You can change your rate plan at no additional charges. To change your plan contact billing@voip-na.com