

PAYMENTUS CREDIT CARD PAYMENT INSTRUCTIONS

For privacy reasons Priority Submetering Solutions Inc. does not have access to the Paymentus System and is not able to take credit card information over the phone.

The following are the steps to follow in order to make a telephone credit card payment through the Paymentus system.

- First you will be greeted and told you have reached Priority Submetering bill payment system powered by Paymentus Corporation. The system accepts Visa and MasterCard payments only and that in addition to your payment you will be charged a 'convenience fee' by Paymentus to process the transaction.
- You will then be prompted to enter a daytime contact phone number followed by the “#” key. The automated system will repeat back the phone number entered and prompt you to press the number “1” to confirm or the number “2” to re-enter.
- You will then be instructed to enter your account number one letter or digit at a time.
- The automated system will ask you to confirm if the first two digits are numbers or letters. Since all of Priority’s account numbers begin with “AA” the process is the following. Press the number “2” on your dial pad for the letter “A”. The automated system then prompts you customer if you are inputting the number “2” to press “*” or for the letter “A” to press “1”. You would therefore press the number “1” for the letter “A”
- You are then instructed to enter the next digit in their account number which is another letter “A” and therefore the same procedure as above would be followed.
- The remaining account numbers are then entered in sequence when prompted followed by the “#” sign when you have finished entering all of the remaining numbers in your Priority account.
- The system will then repeat back the complete account number that was entered and ask you to press the number “1” if the account number is correct.
- Next the system will ask you to enter your credit card number. Once finished the automated system will repeat the card number entered and ask you to confirm.
- Next you will be asked to enter the 4 digit expiry date and confirm that. Then you will be asked for the 3 digit security number and will be asked to confirm that.
- Once your payment has been successfully processed you will be given a confirmation number.