

RIMSCentral

# Subscription Payment Update FAQ

---

## Summary

We are transitioning from **PayPal Manager** to **CyberSource** as our subscription payment provider. Below are answers to common questions about what this means for you.

## Updated

September 12, 2025

---

### Why is RIMSCentral switching from PayPal to CyberSource?

We're moving to CyberSource to provide a more reliable, secure, and user-friendly payment experience. CyberSource also allows us to automatically calculate applicable sales tax.

---

### What happens to my current PayPal subscription?

Your existing PayPal subscription will remain active until its current expiration date. You do not need to take any action until it expires.

---

### How do I renew once my PayPal subscription ends?

When your PayPal subscription expires, you'll need to create a **new subscription** through our updated credit card payment system, CyberSource.

---

### Will the subscription term change?

No. All subscriptions will continue to run on a **one-year term**.

---

---

### What if I upgrade my subscription during the year?

CyberSource will automatically **prorate your payment** so you're only charged for the upgrade difference for the remainder of your term.

---

### What happens if I cancel my subscription?

If you cancel, your subscription will remain active (indicated as Suspended) until the **end of your annual term**. No partial refunds will be issued.

---

### What if I downgrade my subscription?

Your current subscription will remain active until the end of your term. At renewal, you may resubscribe at the new (downgraded) level.

---

### Will I be charged sales tax?

In certain states, sales tax is required on subscription payments. CyberSource will now automatically **calculate and include sales tax** where applicable.

---

### Do I need to update my billing information?


Yes. Once your PayPal subscription ends, you'll need to enter your credit card information in CyberSource to start a new subscription.

---

### Who do I contact if I have issues or questions?

Please reach out to **support@rimscentral.com** for assistance with billing or subscription questions.

---

 *This change requires no action until your current PayPal subscription expires.*

---