

HOW YOU ARE BILLED WHEN YOUR NEW SERVICE ACTIVATES

New service activates **BEFORE** our invoice run

OUR INVOICE RUN

7 days before the end of the month

New service activates **ON/AFTER** our invoice run

FIRST OF THE MONTH

Our *Billing Run* starts



You will be invoiced (**Invoice A**) within a few hours. This invoice will consist of:



A Pro-Rata* amount for the number of days your service is active for the current month.



Any once-off fees such as installation fees, connection fees, and delivery fees (if applicable).



Paying by credit card: You will be billed for **Invoice A** within 24 hours.



Paying by debit order: We will deduct **Invoice A** from your account at the start of next month.



You will get invoiced (**Invoice B**) for your following month's service in full, after our invoice run (we bill in advance).



You will be invoiced (**Invoice C**) within a few hours. This invoice will consist of:



A Pro-Rata* amount for the number of days your service is active for the current month.



Any once-off fees such as installation fees, connection fees, and delivery fees if applicable.



The full amount for your service for the following month (we bill in advance).



Invoice C will be collected from your credit card/debited from your account on the first of the following month.



CREDIT CARD PAYMENTS

Your new service activated **BEFORE** our invoice run.

You have already paid **Invoice A**, so we will only bill your card for **Invoice B**.

Your new service went active **AFTER** our invoice run

We will bill your card for the full amount of **Invoice C**.



DEBIT ORDER PAYMENTS

(Our debit run is at the start of each month)

Your new service activated **BEFORE** our invoice run.

You will be billed for **Invoice A** and **Invoice B**.

Your new service went active **AFTER** our invoice run.

You will be billed for the full amount of **Invoice C**.

PLEASE NOTE:

- We do not email or post your invoices, you will be able to download it from your Customer Zone (unless your payment method is EFT, in which case we will email you).
- If you are ordering one of our LTE packages, we will upload an invoice for the delivery of your SIM and/or router within a few hours of ordering (R249 once-off). Your credit card will be charged within 24 hours of the invoice.