

# FAQ for billing



1. **When will I receive my first invoice?**

Your first invoice will be sent as soon as your service is activated by Exetel

2. **Why have I received two invoices in the first month?**

If the service is activated mid-month you will be issued a pro-rated (part month service charge) invoice and then a full month invoice for the following month (billed in advanced)

3. **What line item charges are expected to be on my first invoice?**

- Activation fees
- Charges for modems (if applicable)
- Pro-rated monthly fee (part month service charge) and monthly full month fee (billed in advanced)

4. **What is a pro-rated fee?**

- A partial monthly fee is when your service is activated in the middle of the month.

For example:

**a)** Service is activated on 17th of the March

**b)** Your monthly Broadband fee is \$69.99

**c)** Pro-rated monthly Broadband fee for the period from 17th March to 31st March is calculated at  $(\$69.99/31 \times 15 \text{ days of March}) = \$33.87$

5. **What is my billing cycle?**

Exetel bill customers on a calendar month basis which is = 1st day of the month to the end of the month.

6. **When will the monthly invoice be issued?**

On the 14th of each month.

7. **When is my invoice due?**

The due date on the invoice is typically due by month end or early on the following month. (The exact date will be issued on the actual invoice)

8. **Why have I been charged \$1?**

- This is a payment check to verify the direct debit details you have provided are correct on your application.
- This \$1 payment will be credited back to your following monthly invoice.