

The following information will help you to understand your F One monthly invoice. We aim to keep your bill as simple as possible, whilst ensuring that it contains any of the useful information that you may need. If you want to see anything else, or require any further information, then just let our billing team know and they'll be happy to help.

- You will receive three attachments associated with your monthly invoice. The main invoice, a report which breaks down the charges, and a CSV file for your itemised call statement. Please check your 'junk mail' if you have not received this
- Invoices will typically arrive on or around the 14th of the month
- Our standard payment terms are 14 days
- Your first invoice may appear slightly higher than expected. This is due to the fact that you are billed a minimum of a full month in advance for services. For example, if your services are transferred to us in the middle of a month, you will be charged for the remainder of the month and the next full month in advance. The date range of your charges will be specified in the report attachment under 'Line Report'. This will also detail a single unit cost (how much you will be charged per month) and the cost column (this will reflect how much you are being charged for the dates indicated)
- Services are billed a month in advance, whereas calls are billed a month in arrears
- Each billing period is from the 1st to the end of that calendar month. The month prior for calls and the following month for services
- If a new service has been added after the initial services have been taken over e.g. an additional broadband connection is added, this will be much like your first invoice. You will be billed for a full month in advance as well as any additional days from the previous month when the connection was activated. Dates will be specified in the service charge breakdown
- If you have not completed a direct debit mandate, please call us and arrange for this to be set up to avoid the £5.00 per month non direct debit charge
- Each telephone number is broken down into 'services' and 'calls' and you can see which costs are associated to that specific telephone number easily on your invoice

If you have any further questions, you can get in touch with our Billing Team by giving them a call on **0330 221 1183** and selecting option 3, or by dropping them an email at billing@fonetech.uk.