F1NE TECHNOLOGIES

Your Bill Explained

The information below is designed to help you better understand your monthly invoice from F One. We aim to keep your billing as clear and straightforward as possible while still including all of the detail you may need for your records. If there is ever anything you would like us to add, clarify or explain further, our Billing Team will always be happy to help.

Each month you will receive three attachments with your invoice. These include the main invoice, a report that breaks down your charges, and a CSV file containing your itemised call statement. If you cannot see all attachments, please check your junk mail folder as they can occasionally be filtered there.

Invoices are typically issued on or around the 14th of each month, and our standard payment terms are 14 days from the invoice date.

Your first invoice may appear slightly higher than expected. This is because services are billed a minimum of one full month in advance. For example, if your services transfer to us part way through a month, the invoice will include the remaining days of that month plus the following full month in advance. The exact date ranges for your charges will be shown within the report attachment under the Line Report section. This also details the unit cost for each service, which is the monthly amount, and the total cost, which reflects the charges for the specific dates listed.

As a general rule, services are billed one month in advance, while calls are billed one month in arrears. Each billing period runs from the first day to the final day of the calendar month. This means you are paying in advance for the upcoming month's services, and in arrears for the previous month's call usage.

If a new service is added after your initial setup, such as an additional broadband connection, the billing will follow a similar structure to your first invoice. You will be charged for a full month in advance along with any extra days from the previous month from the date the service was activated. The exact dates will always be shown within the service charge breakdown.

If a direct debit mandate has not yet been completed, please contact us so we can get this set up for you. A £5.00 per month non direct debit charge applies where payments are not made by direct debit.

Each telephone number on your account is clearly separated into services and calls, making it easy to see which costs relate to each number on your invoice.

If you have any questions at all, you can contact our Billing Team on 0330 221 1183 and select option 3, or email billing@fonetech.uk and we will be happy to assist.