## Billing and Payment Policy - Mob5GService Mobile Service Provider

**1. Billing Cycle**

- Monthly Billing: All users will be billed on a monthly basis. The billing cycle begins on the day of service activation and recurs on the same day each subsequent month.

- Billing Date: Users will receive their bill on their billing date each month, which is the day the billing cycle starts.

**2. Payment Methods**

- Accepted Methods: We accept various payment methods, including:

- Credit/Debit Cards (Visa, MasterCard, American Express)

- Bank Transfers

- Direct Debit

- Mobile Payment Platforms (e.g., Apple Pay, Google Pay)

- Electronic Checks

- Automatic Payments: Users can opt to enroll in automatic payments, ensuring bills are paid on the due date each month.

**3. Payment Due Date**

- Standard Due Date: Payments are due 14 days after the billing date.

- Grace Period: There is a 5-day grace period beyond the due date during which users can make their payment without incurring late fees.

**4. Late Payments**

- Late Fee: A late fee of $10 will be applied to accounts that have not paid their bill by the end of the grace period.

- Service Suspension: Accounts with unpaid bills 30 days past the due date may face service suspension. Service will be reinstated once the outstanding balance, including any late fees, is paid in full.

- Account Termination: Accounts with unpaid bills 60 days past the due date may be terminated. Users will need to settle any outstanding balances and may need to pay a reactivation fee to restore service.

**5. Billing Disputes**

- Dispute Period: Users have 30 days from the billing date to dispute any charges on their bill.

- Dispute Process: To dispute a charge, users must contact Customer Support via phone or email. The dispute should include the user’s name, account number, the specific charges being disputed, and the reason for the dispute.

- Resolution Timeframe: We aim to resolve billing disputes within 14 business days. If the dispute is found valid, the user’s account will be credited accordingly.

**6. Refunds**

- Eligibility: Refunds may be issued for overpayments, billing errors, or service charges if the service was not delivered as promised.

- Refund Process: Users must contact Customer Support to request a refund. Refunds will be processed within 10 business days if approved.

- Refund Method: Refunds will be issued via the same method the payment was made, unless otherwise agreed upon.

**7. Pro-Rated Charges**

- Service Changes: If users change their service plan or add/remove features mid-cycle, pro-rated charges or credits will appear on their next bill.

- Partial Month Service: For new users or those terminating service mid-cycle, charges will be pro-rated based on the number of days the service was active.

**8. Taxes and Surcharges**

- Applicable Taxes: Users are responsible for all applicable taxes and surcharges imposed by local, state, and federal authorities.

- Fee Disclosure: All taxes and surcharges will be clearly itemized on the user’s bill.

**9. Promotional Offers**

- Promotional Billing: Any promotional discounts or credits will be applied according to the terms of the promotion. Once the promotional period ends, standard rates will apply.

- Promotion Expiry: Users will be notified at least 30 days before the expiry of any promotional offers.

**10. Account Information**

- Account Updates: Users must ensure that their billing and contact information is up to date. Changes can be made through the user’s online account portal or by contacting Customer Support.

- Billing Errors: Users should notify us immediately of any billing errors. Prompt notification will help us rectify any issues quickly.

For any questions or concerns regarding this Billing and Payment Policy, please contact our Customer Support team at support@mob5.gmail.com