

DOCUMENT ID: DOC\_2\_BILLING\_FAQ

TITLE: TelcoMax Billing Frequently Asked Questions

LAST UPDATED: December 15, 2025

VERSION: 3.0

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**SECTION 1: BILLING CYCLE AND INVOICES**

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Q: When is my billing cycle?

A: Your billing cycle is a 30-day period that begins on your plan activation date. For example, if you activated on the 15th, your cycle runs from the 15th of each month to the 14th of the following month.

Q: When are invoices generated?

A: Invoices are generated on the last day of your billing cycle and delivered within 24-48 hours via email or postal mail, depending on your preference.

Q: What is the payment due date?

A: Payment is due 15 days after the invoice date. For example, if your invoice is dated January 15, payment is due by January 30.

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**SECTION 2: PRORATION RULES**

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Q: What is proration?

A: Proration is when we calculate charges based on the portion of the billing cycle you actually used a service, rather than the full monthly price.

Q: When does proration occur?

A: Proration applies when you:

- Start a new plan mid-cycle (partial first month)
- Add a new service or add-on mid-cycle
- Upgrade or downgrade your plan mid-cycle
- Cancel service before the end of your cycle (no refund for partial months)

Q: How is prorated amount calculated?

A: Formula: (Monthly Price / 30) × Number of days service was active

Example: Adding Device Protection (\$12.99/month) on day 20 of a 30-day cycle

Prorated charge = (\$12.99 / 30) × 10 = \$4.33

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**SECTION 3: PAYMENT METHODS**

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Accepted payment methods:

- Credit Cards: Visa, Mastercard, American Express, Discover
- Debit Cards: Any card with Visa/Mastercard logo
- Bank Account (ACH): Checking or savings account
- Digital Wallets: Apple Pay, Google Pay, PayPal
- Cash: At authorized retail locations only

AutoPay Discount: Customers enrolled in AutoPay receive a \$5/month discount on their monthly bill.

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**SECTION 4: UNDERSTANDING YOUR BILL**

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Your monthly invoice includes the following sections:

1. Account Summary: Total amount due and due date
2. Plan Charges: Your base plan monthly fee
3. Add-on Services: Additional services you've subscribed to
4. Usage Charges: Overage or one-time usage fees
5. Taxes and Fees: Government-mandated fees and taxes
6. Credits and Adjustments: Any promotional credits or account adjustments
7. Previous Balance: Outstanding balance from prior invoices