

TelecomPlus

FAQ - Facturation et Paiements

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Bienvenue dans notre Foire Aux Questions (FAQ). Ce document répond aux questions les plus fréquemment posées par nos clients. Si vous ne trouvez pas la réponse à votre question, n'hésitez pas à contacter notre service client au 3900 (appel gratuit) ou via votre espace client en ligne.

Questions traitées dans ce document :

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31. Quels modes de paiement acceptez-vous ?
32. Pourquoi ma facture est-elle plus élevée ce mois-ci ?

Q1. How can I access my billing statements?

Réponse : You can access your billing statements through our online customer portal or mobile app. You can view, download, and pay your bills directly from there.

Q2. Are there any fees for cancelling my service?

Réponse : Fees for cancelling your service may apply depending on your contract terms. Please refer to your service agreement or contact customer service for details.

Q3. How are data overages charged?

Réponse : Data overage charges are applied when you exceed your plan's data limit. The rates vary by plan, and we offer tools to monitor your usage.

Q4. How can I save on data usage and charges?

Réponse : You can save on data charges by utilizing Wi-Fi whenever possible, monitoring your usage with our app, and choosing a data plan that fits your needs.

Q5. What is the cost of international data roaming?

Réponse : International data roaming costs vary by country and plan. We offer daily and monthly international roaming packages to help manage these costs.

Q6. Are there any fees for adding or removing data from my plan?

Réponse : Fees for adjusting your data plan depend on the terms of your agreement. Some changes may incur fees, while others may not.

Q7. How are business data plans priced?

Réponse : Business data plans are priced based on the amount of data required, the number of users, and additional services included in the plan.

Q8. How can I access my billing statements?

Réponse : You can access your billing statements through our mobile app, website, or request a copy via customer service.

Q9. What payment methods are accepted for bill payments?

Réponse : We accept various payment methods including credit/debit cards, online bank transfers, and direct debit from your bank account.

Q10. Can I set up automatic payments for my bills?

Réponse : Yes, you can set up automatic payments using your preferred payment method to ensure your bills are paid on time.

Q11. What should I do if I notice unauthorized charges on my bill?

Réponse : If you notice unauthorized charges, please contact our customer service immediately for assistance and resolution.

Q12. Is there a grace period for late bill payments?

Réponse : We offer a grace period for late payments, but it's best to check the specific terms as they can vary by plan.

Q13. How can I dispute a billing error?

Réponse : To dispute a billing error, please contact our customer service with details of the error, and we will investigate and resolve the issue.

Q14. Can I change my billing cycle date?

Réponse : In some cases, you can change your billing cycle date. Please contact customer service to discuss your options.

Q15. Are there any fees for canceling my service early?

Réponse : Early cancellation may incur fees depending on your contract terms. Please refer to your service agreement or contact us for details.

Q16. How do I update my billing information?

Réponse : You can update your billing information through our mobile app, website, or by contacting customer service.

Q17. What happens if my payment is returned or declined?

Réponse : If a payment is returned or declined, you may be subject to additional fees, and your service could be impacted. Please contact us to resolve the issue.

Q18. Can I receive my bill in a different language?

Réponse : We can provide billing statements in multiple languages. Please contact customer service to request your bill in a different language.

Q19. Are there any discounts available for timely bill payments?

Réponse : While we encourage timely payments, we currently do not offer discounts specifically for this. However, avoiding late fees is a direct benefit.

Q20. How are taxes and fees calculated on my bill?

Réponse : Taxes and fees are calculated based on regulatory requirements and your location. They are detailed on your billing statement for clarity.

Q21. Can I receive paperless billing statements?

Réponse : Yes, you can opt for paperless billing statements to receive your bills via email or through our mobile app.

Q22. What should I do if I can't pay my bill on time?

Réponse : If you're unable to pay your bill on time, please contact us as soon as possible to discuss payment arrangements or extensions.

Q23. How do I close my account and settle the final bill?

Réponse : To close your account and settle the final bill, please contact customer service. We will guide you through the process and any final steps.

Q24. Are there any fees for bill adjustments or corrections?

Réponse : We do not typically charge fees for making adjustments or corrections to your bill. If there's a billing error, we will correct it at no extra cost.

Q25. How long do you keep billing records?

Réponse : We keep billing records for a certain period as required by law. You can request copies of past bills by contacting customer service.

Q26. Can I pay my bill in installments?

Réponse : In some cases, payment plans or installments can be arranged. Please contact us to discuss your specific situation and options.

Q27. What are the consequences of not paying my bill?

Réponse : Not paying your bill can result in late fees, service interruption, and potentially impact your credit rating. Please reach out to us for assistance if you're facing payment difficulties.

Q28. Can customer support assist with billing inquiries?

Réponse : Absolutely, our customer support team can assist with all your billing inquiries.

Q29. How can I provide feedback on my customer support experience?

Réponse : You can provide feedback through our mobile app, website, or after your support call or chat session.

Q30. Comment puis-je consulter ma facture en ligne ?

Réponse : Vous pouvez consulter vos factures en vous connectant à votre espace client sur notre site web ou via l'application mobile. Toutes vos factures sont disponibles dans la section 'Mes factures' pendant 24 mois.

Q31. Quels modes de paiement acceptez-vous ?

Réponse : Nous acceptons les paiements par carte bancaire, prélèvement automatique, virement bancaire et PayPal. Le prélèvement automatique vous garantit de ne jamais manquer une échéance.

Q32. Pourquoi ma facture est-elle plus élevée ce mois-ci ?

Réponse : Une facture plus élevée peut résulter de plusieurs facteurs : dépassement de forfait data, appels hors-forfait, services premium ou frais de roaming international. Consultez le détail de votre facture dans votre espace client.

Besoin d'aide supplémentaire ?

Service Client TelecomPlus

- Téléphone : 3900 (appel gratuit, disponible 7j/7 de 8h à 20h)
- Chat en ligne : disponible sur notre site web
- Email : support@telecomplus.fr
- Agences : Retrouvez notre réseau d'agences sur www.telecomplus.fr/agences
- Espace client : www.telecomplus.fr/mon-compte