

FAQs – Pro Rate Billing

Why have you written to me?

We're making some improvements to our billing system and need to make you aware of a one off change that will affect the charges shown on your invoices for one month only. This enhancement will enable any refunds, if due, to be processed quicker, as they will be applied automatically rather than manually.

When will this change take effect?

This change will take effect from 1st October 2010. When you receive your next invoice after this date you will see an altered month's service charge, compared to your normal contract charges. This altered month's service charge will appear on this invoice only, in order for us to align your product bill dates with your account bill date.

How did this appear on my bill before the change?

Before the pro rate change your bill would have appeared as it does in the example below:

Account bill date: 1st October 2010

Product start date: 10th January 2010 (billed on a monthly basis)

Product Details	Qty	Rental Period	Amount
IPVPN	1	10th Oct 2010 – 9th Nov 2010	£100.00

How will it look on my next bill after the pro rate change?

Whilst we align your product billed date to your account bill date you will see a one off amended charge which will be shown in the rental charges section of your invoice, as per the example below:

Account bill date: 1st October 2010

Product start date: 10th January 2010 (billed on a monthly basis)

Product Details	Qty	Rental Period	Amount
IPVPN	1	10th Oct 2010 – 31st Oct 2010	£64.50

In the example above your charge is slightly reduced for one month only due to a smaller charge period, whilst we align your product billed date to your account billed date.

What will this look like on my future bills?

When your next bill arrives after your products have been aligned your product charges will revert to normal as demonstrated below:

Account bill date: 1st November 2010

Product start date: 10th January 2010 (billed on a monthly basis)

Product Details	Qty	Rental Period	Amount
IPVPN	1	1st Nov 2010 – 30th Nov 2010	£100.00

How will any new products installed look on my bill?

For any new products installed changes to your bills will appear similar to the illustration below in the rental charges section of your bills:

Account bill date: 1st of November 2010

Product Start Date: 15th October 2010 (billed on a monthly basis)

Product Details	Qty	Rental Period	Amount
IPVPN	1	15th Oct 2010 – 31st Oct 2010	£50.00
IPVPN	1	01st Nov 2010 – 30th Nov 2010	£100.00

There will be no changes to future bills. However when you make an amendment to your services you will receive refunds due much quicker than today.

Will there be any change to the contract terms of my products?

No. Your Terms and Conditions are not impacted by this change.

What happens when I amend my products in the future?

If you make any amendments in the future to your service, then these will appear on your next invoice and if a refund is due, it will be applied to that invoice. Any future amends to your service will see a refund if due onto the first bill you receive after your disconnection date.

Glossary

Account billing date: This is the date your invoice is produced and appears as 'Invoice Date' on your bill.

Product billed date: This is the date that your products are currently billed to and from. This used to be the date when your products were originally installed. However, as a result of this change, your products will be aligned to your invoice date.