

# Billing Related Questions

Invoices are generated and sent out on the 15th of the month and due on the 30th.

NocTel Fiber bills for the following month's service. i.e if the bill is issued in January, it would be for February's service.

You can pay your bill a few different ways:

You can pay electronically from the link in the invoice or you can pay by check.

Paying electronically, you have two options: **Credit or Debit Card** or **ACH Debit**.

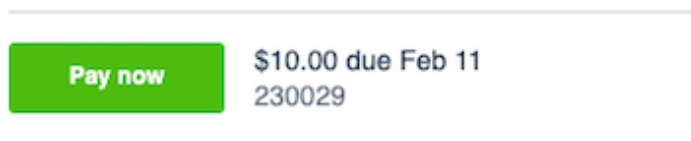
- Credit or Debit allows you to pay with either a credit or debit card. This option includes a transaction fee.
- ACH Debit allows you to pay directly through a checking account and has the added option of monthly auto-pay. There is no fee for ACH debit.

If paying by check, please remit to:

**NocTel Communications Inc**  
**PO Box 35**  
**Camas, WA 98607**

And please include your account number in the memo.

1. Click the **Pay Now** button on your invoice.



2. Complete the payment form and click the **Pay** button at the bottom.

## Pay with debit or credit card



**Please pay 10.29 USD for 230029**

(includes 0.29 processing fee)

### Name on card

### Card details

|                                                                                               |             |
|-----------------------------------------------------------------------------------------------|-------------|
|  Card number | MM / YY CVC |
|-----------------------------------------------------------------------------------------------|-------------|

### Billing information

|               |    |
|---------------|----|
| Zip/Post Code | NC |
|---------------|----|

### Contact information

**Pay 10.29 USD**

Note: This option includes a transaction fee.

1. Click the **Pay Now** button on your invoice.



\$10.00 due Feb 11  
230029

2. Click **ACH Debit**.

A modal window titled 'How would you like to pay?' with a close button (X) in the top right corner. It contains two selectable options: 'Credit or debit card' with a card icon, and 'ACH Debit' with a bank icon and a double-headed arrow. The 'ACH Debit' option is highlighted with a green border. The modal is set against a blurred background of the invoice page.

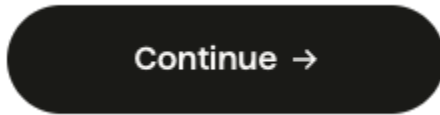
3. Chose the **Set up Direct Debit** option.

A screen titled 'Set up a Direct Debit to authorise this payment'. Below the title, it states: 'We will notify you via email at least 3 working days in advance of any changes to your payment schedule.' At the bottom, there is a green button labeled 'Set up Direct Debit'.

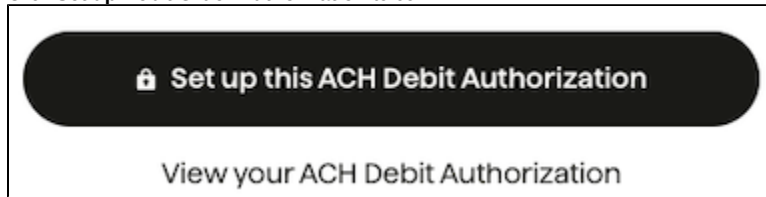
4. Complete the details on the *Set up an ACH Debit Authorization* page..

A screen titled 'Set up an ACH Debit Authorization with NocTel'. It features the NocTel logo at the top left. Below the title, a grey box contains the text: 'Your ACH Debit Authorization will be set up now, but we'll confirm the amount and let you know before future payments are taken.' At the bottom right, there is a label 'Pay with' followed by a dropdown menu showing '(\$) USD' with a downward arrow.

5. Click the **continue** button to advance to the bank account information page. Enter your bank details and click **continue**.



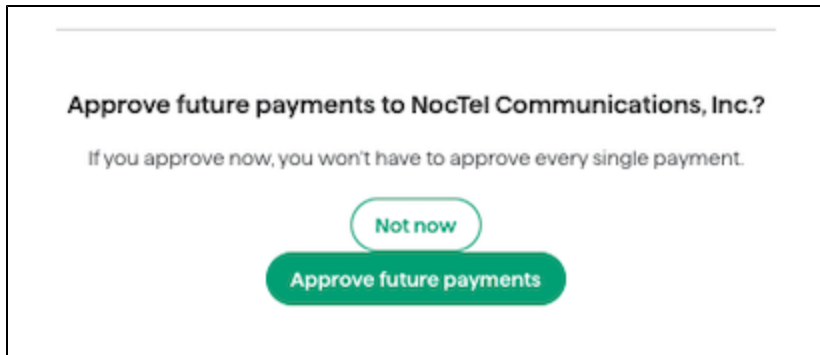
6. Click **Set up Debit Order Authorization** to confirm.



7. See the information below on confirming auto-pay for future invoice approval. Selecting "**Not Now**" will require that you manually approve each future invoice

## Confirming Auto-pay for Future Invoices

On the final confirmation page click the **Approve Future payments** button, to confirm auto-approve for future invoices. A new page will confirm the auto-approve option has been selected.



If you have any questions or concerns about your bill, please email [help@noctel.com](mailto:help@noctel.com) or call 360-837-7400.

If your banking information has changed or you need to cancel an ACH Direct Debit. Please reach out to our team at [accounting@noctel.com](mailto:accounting@noctel.com) or by calling 360-837-7400. Our team can manually cancel the ACH direct debit mandate. On your next invoice, you will be able to set up a new ACH direct debit with new banking information by clicking the **Pay now** button.

Yes! Please email [help@noctel.com](mailto:help@noctel.com) with your name, account number, and the duration of the hold time and we'll be happy to accommodate. Or give us a call at 360-837-7400.