

Billing Frequently Asked Questions

1. What type of charges can I expect from my first bill?

Your first Telekenex invoice will have pro-rated charges, installation charges, one month advanced bill, monthly recurring and usage charges, and non contracted charges (if applicable).

2. What is pro-rated charge?

The pro-rate date is the date that we install and the service is ready for use. Telekenex bill one month in advance (no usage) and this is industry standard. Therefore, if service was installed in the prior month which will always be the case there will always be pro-rated charges.

\$ x 12 months = \$

\$ divided by 365 days = \$

\$ times days (date installed to-date service starts)

3. What is installation charge?

Your signed contact will indicate installation charges for installing the new system for your office. This is a one time and non recurring charge.

4. Why am I billed one month in advance?

This is a telecommunications industry standard to bill one month in advance for services. All carriers bill the same way.

5. What are monthly recurring charges?

This is the monthly charge per your contract agreement for features and equipment associated with specific numbers on the system.

6. What are usages charges?

This includes the normal monthly telephony calling usage made from each phone number. Usage will show the phone number, time, date, city and state called, duration of call and amount per minute charged per call.

7. What is considered a non-contracted charge?

There are times when installing equipment and services there are unforeseen needs for additional items that was not originally contracted but is necessary to completing the installation, this is mutually agreed upon by Networkworld and the authorized customer contact.