

Billing

NDG Supernet will invoice our customers as per their agreement with us but will typically follow the below routine:

Recurring Services (Network Services)

Recurring services such as telephone line rental, data circuit rental, mobile line rental and so on will be invoiced in advance as per your agreed payment schedule.

Usage & One-off Charges (Network Services)

Usage, such as land line / phone system and mobile calls and texts, data usage out with agreed plan, mobile bolt-on packages and so on will be invoiced in arrears as per your agreed payment schedule.

System Maintenance

Telephone system Maintenance will be invoiced annually in advance.

Large Projects

Larger projects, such as telephone system installations, network installations and upgrades will be invoiced as per the agreed payment schedule, which may incorporate an initial hardware deposit in respect of telephone system installations.

Small Projects / Ad – Hoc work

Small projects such as a move of equipment, a change to system programming, cabling, hardware upgrades and so on will be invoiced upon completion.

Online Portal

NDG Supernet offer access to our on-line billing platform (Eclipse) which allows our customers to log in to view their invoices, call detail, recurring charges and other 'live' data within our billing platform.

This provides our customers with the facility to analyse their telecoms usage quickly and accurately in real time.

Access to this valuable service is available to all our customers upon request to billing@ndgsupernet.com whereby login details and a "quick start" instruction guide will be sent to you.

Billing

Billing Enquiries

Billing enquiries should be logged with our Customer Service team (as per the Fault and Enquiries Process noted previously) either via telephone to 0800 9890052 or email to billing@ndgsupernet.com