

Roadpost Support Center

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Understanding your Roadpost Invoice

Bill Gabay - 2016-03-16 - in Billing & Invoices

Understanding your Roadpost Invoice

1 Account Details

This section includes your Account Number, Company Name (if applicable) and Billing Address. It will also show the Invoice Number, your Invoice Date as well as the Total Amount owing and when it is due.

2 Account Summary

Previous Balance is the amount owed from the previous billing period.

Adjustment is a credit or debit applied to your account.

Balance Forward is an unpaid amount carried over from the previous billing period.

Charges for Services are the total charges for the current period, which may include charges from phone rentals, prepaid services, monthly subscription plans, network usage, activation fees, and value-added services. Hardware purchases and shipping charges during the same billing period will also be included in this total.

Total Due is the amount owed on the invoice including taxes.

3 Late Fees

A 1.5% Late Payment Fee per month will apply to unpaid balances.

4 Invoice Help Guide

The link to this helpful article and our Frequently Asked Questions (FAQ) page.

INVOICE

Account: RC12345
Customer: John Smith
Address: 7A Taymair Ave.
Etobicoke, ON M9Z 3Y8
Invoice No.: RD01234567 Invoice Date: 1/7/2018
Amount Due: \$212.44 Due Date: 1/15/2018

Account Summary

Previous Balance, Payments and Adjustments	
Previous Balance	\$212.44
Payment, thank you	(\$212.44)
Balance Forward	\$0.00
Summary of Current Charges	
Charges for Services	\$188.00
Subtotal	\$188.00
HST/GST 130402262	\$24.44
Total New Charges	\$212.44
Total Due	\$212.44

Your credit card will be charged on or after the invoice due date for the charges listed above. No additional payment is necessary at this time. A late payment charge of 1.5% per month will be applied to unpaid balances.

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5 This section shows payment amounts and the dates these payments were processed.

6 This section shows the “pooled” services applicable to your account such as airtime Rollover Bundles.

Detail by Device shows charges related to each satellite device registered to your account.

7 Summary Charges show charges for postpaid, prepaid, rental and value-added services (e.g. +1 Access). It also shows the total usage by usage type from all plans.

8 Usage Details breaks down how and when each satellite device on the account was used and the applicable charges per event.

Have more questions?

Visit our **Frequently Asked Questions** section below!

Payment Details		
Date	Note	Amount
12/11/2015	Payment Received – Thank You	(\$212.44)
Total Payment		(\$212.44)

Summary of Account Level Recurring Charges			
Period	Description	Quantity	Total Charge
01/07/16 to 02/06/16	Iridium Rollover 120 Bundle	1	\$120.00
Total Before Taxes			\$120.00

Detail by Device				
Device 623443159				
Summary Charges				
Description	Period	Quantity	Charge	Total
Iridium Basic Subscription - ISU to PSTN	12/06/15 to 01/05/16	351 Min	\$0.00	\$0.00
Iridium Basic Subscription	01/07/16 to 02/06/16	1	\$68.00	\$68.00
Total Before Taxes			\$68.00	\$68.00

Usage Details							
Date and Time	Description	Called From	Called To	Number Called	Minutes	Rate	Charge
Iridium Basic Subscription							
12/06/15 02:15:28	ISU to PSTN	Canada	North America	7052751814	8	\$0.00	\$0.00
12/06/15 02:22:21	ISU to PSTN	Canada	North America	7052751814	2	\$0.00	\$0.00
12/06/15 10:23:38	ISU to PSTN	Canada	North America	7052751814	28	\$0.00	\$0.00
12/18/15 01:08:27	ISU to PSTN	Canada	North America	7052751814	13	\$0.00	\$0.00
12/19/15 01:45:57	ISU to PSTN	Canada	North America	8072123411	1	\$0.00	\$0.00

Frequently Asked Questions

1. How can I pay my Roadpost bill?

Preauthorized monthly payments are automatically taken from the valid credit card that is associated with your Roadpost account. If you would like to make a one-time payment and update your account balance, please call Customer Care at 1.888.290.1616 (for North America) or 416.253.4539 (outside North America).

2. When is my bill due?

Your monthly invoice is generated on your Bill Date which is the first day of your billing cycle. Payments are due by the due date specified on the first page of your invoice.

3. What do amounts in brackets mean?

Amounts that show in brackets or parenthesis on your invoice denote a payment made or credit applied.

4. Are all my charges billed from the same period?

Subscription plans are billed a month in advance while network usage (i.e. calls and text messaging) on the same invoice is based on the previous month. For example, a Roadpost invoice may show a subscription charge for the new bill period November 7 to December 6, but the usage billed would be from the October 7 to November 6 cycle. Phone Rentals, on the other hand, are billed in arrears with an invoice generated at the end of every bill cycle or when the rental has ended, whichever comes first.

5. Why are there “partial” charges on my bill?

Prorated charges will occur when the account holder changes their plan OR suspends* their service in the middle of a billing cycle. In this situation, you will see prorated charges (and credits) for both the old and new plans (including seasonal suspension). Proration will also apply when a new service is added to an existing account.

*Seasonal Suspension is only available to Iridium postpaid subscriptions.

Frequently Asked Questions

6. Why do I see some Usage transactions with \$0 charges while others show an amount owed?

If you have purchased a plan that includes bundled minutes, once consumed, the usage within the same period will be charged based on these plans' usage overage rates.

7. Why do I see a "USF" charge on my Roadpost US invoice?

The Universal Service Fund (USF) is a mandatory charge that is administered by the Universal Service Administrative Company (USAC) and applies to all telecom service providers (including [Roadpost](#)) who provide telecom services to US customers. For more information on the USF, please visit this link by the US Federal Communications Commission (FCC): <https://www.fcc.gov/general/universal-service>

8. Why do I see the country where I am calling to and from except when that country is the US or Canada?

Your Call Details uses Country Codes to determine where you made a satellite phone call. Since the US and Canada both use the Country Code "1", the location instead will show "North America".

9. What timezone do my call Call Details follow?

Iridium call details use Local Time while [GeoPro](#) uses UTC (Coordinated Universal Time).

10. Where are my usage details for my prepaid service?

Details of your call and text usage are not available when using Prepaid services.

If you still have questions regarding your invoice, please call us at 1.888.290.1616 (for North America) or 416.253.4539 (outside North America) between Monday to Friday 9-6 EST) or email us at customer@roadpost.com. You may also reach us via online Chat at www.roadpost.ca or www.roadpost.com.