



Moving to Online billing

We've worked hard to improve our online billing service to enable all of our customers to reap the benefits of online billing.

Online billing is quickly becoming a valuable aid, helping you to manage what you spend with us more intelligently by giving you the ability to analyse calls by type, time of day and cost as well as an option to create instant reports you can then download and email to colleagues.

So we're now making paper-free billing our standard no-extra-charge billing option.

The advantages of online billing are huge (and you can still print a couple of pages yourself if you need to).

With online billing you can -

- View summary costs and click through to the finest detail
- Compare one bill to another and analyse your calls by type of calls, time of day, cost
- Create instant reports that you can download and email to colleagues
- See what you're spending on calls since your last bill, without having to wait for your next.
- Save space and time as well as reduce wastage.

Encouraging our customers to switch to paper-free billing helps us reduce the amount of paper we use (and cuts down on wasted paper) which will benefit us all.

How can I avoid the Paper Bill Fee?

By switching to online billing you'll make sure that you don't pay a Paper Bill Fee.

To read more about our Web Portal and online billing, obtain a User Guide and/or request your log-on details – please contact us.

To switch now, please email us at: billing@classnetworks.com

To speak to us regarding your billing, please call T: 0333 800 8844

Do I need to keep paper bills for the taxman?

We cannot give advice on tax matters but you can go paper-free and still satisfy HMRC. Just download and save your online bills so you can show them to the HMRC if they ask to see them.

HMRC has plenty of information about online billing (or what they call 'electronic invoicing'), including information about receiving and storing online bills.

Check out [HMRC: Electronic Invoicing](#).

How much is the Paper Bill Fee?

There will be a charge of £2 per month. This will be automatically added to your phone bill.

When will the Paper Bill Fee start from?

The Paper Bill Fee will be introduced from your February 2014 bill.