



August, 2018

# AT&T Virtual Private Network and AT&T Virtual Private Network Express

## Billing expectation document

## Billing expectations: Charges and fees

### General information

- One AT&T Virtual Private Network account is established for all your sites, unless otherwise noted.
- The multiple site billing option is not available.
- Within the U.S., if your underlying transport is from AT&T you'll receive 2 invoices: 1 for your AT&T Virtual Private Network Service components, and 1 for your access arrangements.
- Convergent Bill enables you to receive a single invoice at no charge – for more information, contact your Sales Representative.
- Customers with AT&T Business Network (ABN) contracts will receive one invoice for both their AT&T Virtual Private Network and their non-Ethernet access.

### Bill start

- Billing starts on the service activation date (the date service is available for use) at your sites, and is billed monthly, regardless of the activation status of other sites within your network.
- If AT&T is ready to activate service on the agreed service activation date but you're NOT ready, we'll activate service and start billing.
- Billing for additional individual AT&T Virtual Private Network component starts on the service activation date for that individual service component.
- Monthly charges for new service or changes to existing service may be pro-rated, based on service activation date, and cover service between order completion date and the invoice date.

### Recurring & one-time charges

- Billing for monthly recurring charges for your Multi-Protocol Label Switching ports, service components, managed Customer Premise Equipment and other optional features can be in arrears or in advance, depending upon the site.
- Customers with usage based billing, invoice will reflect monthly usage overage charges, as applicable.
- Billing may also reflect one-time charges (OTC). OTCs are usually associated with installation, including any applicable shipping and handling fees, or changes of service.
- Monthly recurring, OTCs, and pro-rated charges will appear on your monthly invoice, as applicable.

### Taxes, fees, & miscellaneous charges

- Sales, excise, and gross receipts taxes may apply. Other applicable taxes (for example, local, state, federal) fees, surcharges will appear on your invoice, as applicable.
- Termination and late payment fees may be applied to your invoice in certain circumstances. For details, see your contract.
- Changes to service components may cause changes in monthly recurring charges and taxes which may include OTCs.
- Disconnection of a service component may be subject to early termination fees or a change in monthly recurring charges.

## Billing expectations: Invoices and resources

### Understand your invoice

To learn about your invoices, view the following YouTube videos:

- [Understand Your First Bill – AT&T VPN U.S.](#)
- [Understand Your New Invoice - AT&T VPN for Customers Outside the U.S.](#)
- [Understanding Your AT&T Bill – Surcharges, fees and taxes](#)
- [AT&T BusinessDirect® eBill – View, Analyze and Pay Your Bill](#)

### Billing of non-US sites

- Billing of sites outside of the domestic U.S. differs by region and, in some instances, by country.
- Invoicing and payment options may vary depending on customer and country needs, your account team can provide you with more information.
- Typically, for your AT&T Virtual Private Network Service sites outside of the U.S.: 1 invoice is sent per country and is rendered in local currency or as specified in your agreement or schedule of charges. Invoices should be paid by the local customer affiliate in the invoice currency, using the payment instructions on the invoice.
- If you receive an invoice in a currency different from the currency listed in your agreement or schedule of charges, we'll calculate the invoice amount using an exchange rate to convert the rate to the currency used for billing.

### Additional resources

To help simplify your billing or to get help with a billing question:

- Online billing - AT&T online billing provides you with the ability, at your convenience, to view and print your invoices and pay them automatically. To register, contact your AT&T representative. For more information, see [AT&T BusinessDirect® Account & Billing](#).
- Billing inquiries: Call the Customer Care number provided on your invoice under **Billing or Invoice Summary**, or visit [AT&T BusinessDirect® Account & Billing](#).