

For New Customers/Renewal & Customers that Changed their Broadband Services Midway

Dear Customers,

Thank you for choosing ViewQwest as your broadband service provider and we look forward to serving you throughout the years to come.

In order to ensure that you have a pleasant experience with us, we are sending you this advisory to create greater transparency on our billing methodology and address some of the common questions that you may ask with regards to payment and billing for your broadband services.

1) How will I be charged on my first bill?

Answer: You will be charged the pro-rated part month charges from the time you joined ViewQwest and like all other service providers, you will also be charged 1 month in advance to your services with us.




You may refer to the below illustration on how you can read your 1st bill with us.

Eg. You signed up with us on 8 Dec 2020. Your bill period is from 8 Dec 2020 to 31 Jan 2021

1. You will see a prorated part month charge from 8 Dec 2020 to 31 Dec 2020 (From the start of your service till the last day of the month)
2. As each bill is charged 1 month in advance, you will also see a full month charge from 1 Jan 2021 to 31 Jan 2021.

Mon	Tue	Wed	Thurs	Fri	Sat	Sun
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Mon	Tue	Wed	Thurs	Fri	Sat	Sun
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

-  Prorated Part Month Charge for the month of December from 8 Dec 2020 (The date of sign up) to 31 Dec 2020 (End of the month)
-  Full Month Charge for the whole month of January.
-  Start and end of bill period.

2) How will I be charged for subsequent months?

Answer: For all subsequent month payments, you will be charged 1 month in advance. Eg. Your bill and payment in February will be for the service in March.

3) When does the billing cycle start?

Answer: The start date of the billing cycle will be on the 1st day of every month.

4) What are the various modes of payment?

Answer: Credit card, Debit card, Interbank Giro Transfer and Cheque Payment.

5) How long does it take for the Giro to be approved by the bank and how will I be informed upon approval?

Answer: It will take around 3 – 4 weeks for the bank to approve once all documents have been fully submitted to the bank by ViewQwest. Once the bank has approved, ViewQwest Billing Team will send an email to inform you.

6) What is the process in place to increase my credit term?

Answer: It will be subjected to credit evaluation and approval assessment based on your last 3 years' financial statement.