

Introducing our new Ad-Hoc Direct Debit system.

We have been supplying landline services for some time, but it has become apparent that the existing Standing Order and Direct Debit payment system were not fit for purpose.

The new system will only affect you if you already pay by Direct Debit.

We will send you an email in advance when we change from the current Direct Debit to the new Ad-Hoc Direct Debit.

The direct Debit date may change as a result of this. Our normal request date for Ad-hoc payments is the 2nd weekend of the month and the monthly payment should follow a few days later.

If the payment clears, an invoice will be created, and the invoice marked as 'paid'. The Invoice will be made out for the services for the current month and the calls (if any) for the previous month.

if for any reason, an Ad-Hoc payment is raised by our system and not paid, a 2nd attempt will be raised by our systems to trigger the payment. If the second attempt fails, an invoice will be created and not marked as paid. We never cease a service due to non-payment.

You can get an itemisation of calls by logging onto our system portal. If you have your landline from us, you will already have the web address of the portal, the portal username and your portal password.

All clients who have landlines from Megganet will already be on the new system.

Any problems, please call me.

Colum Maguire.

Megganet.

028 8283 1111