



## **PRO-RATA - EXPLAINER**

### **FIRST MONTH USAGE ALLOWANCE CYCLE**

In **AQUA Mobile** sense, Pro-rata means 'a portion'. Your bill will be prorated, where you will be charged a portion of your plan and receive a portion of your plan's included value when you;

- First, activate your service
- Upgrade your service
- Rate plan change
- Cancel your service

To bring your services in line with the monthly cycle we use a system called pro-rata in your first month. If you connected partway through the month you will receive a percentage of your total usage allowance. See the example below.

### **HOW IS PRO-RATA BILLING CALCULATED?**

#### **AQUA MOBILE BILLING CYCLE IS FROM 1<sup>ST</sup> TO 31<sup>ST</sup> OF EVERY MONTH**

**To work out the pro-rata period:** If you started your service on the 16th of the month, and your billing end date is the 31st of the month, you will only be charged for the 16 days (inclusive days between the 16th and the 31st of the month) you'll receive a portion (pro-rata) of your included value and next month line rental.

Once you have the pro-rata days you can work out the following:

#### **To work out the minimum monthly spend:**

1. Minimum Monthly Spend / Days in Month = Daily Rate
2. Daily Rate x Pro-Rata Days = Minimum Monthly Spend Pro Rata Amount

#### **To work out the maximum included value:**

1. Maximum Included Talk and Text / Days in Month = Daily Rate
2. Daily Rate x Pro-Rata Days = Maximum Included Talk and Text Pro Rata Amount

#### **NB:**

**Any discount** on your service (If Applied) will be applicable from the 1<sup>st</sup> of the following month after connecting your service. The very first Prorated invoice will be billed as per the regular plan fee.

**Disconnection** of your service will not be prorated and NO refund will be applicable if disconnecting in the middle of the Month.

If there is any question or concern about the plan summary – feel free to contact the Customer Service Team. We'll be happy to help you.

**AQUA Mobile TEAM**

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