Invoice Billing User Guide
(United Kingdom)
What You’ll See

This guide provides you with helpful information regarding your RingCentral invoice.

RingCentral’s month-to-month bill cycle can have several events that show on your invoice:

- Product Plan
- Product Add-Ons
- Product Add/Remove Prorate
- Calling Charges

Here are some tips to help you understand your invoice:

1. **Billed To**: Address provided on the credit application.
2. **Account Information**: Your Customer ID number, and Invoice number.
3. **Invoice Date**: The date your invoice is billed.
4. **Statement Summary**: High-level summary of the charges.
5. **Products**: Lists the RingCentral products on the account.
6. **Calling Credit Package**: An allotment of purchased calling credit charged when the below call types are initiated and repurchased once credits are depleted. These can be:
   - Included calling credits for incoming toll free calls are exhausted.
   - Included calling credits for international calls are exhausted.
   - Calls to information (087, 084, 05 and MVNO’s) are made.
7. **VAT Taxes**: Lists applicable VAT taxes.
8. **Summary by Cost Center**: If Cost Center Management has been enabled on your account, you have successfully created cost centers and allocated services accordingly, cost centers and associated charges will reflect on your invoice as shown.
9. **Payment Methods:**
   - Wire Instructions (GBP)
   - ACH Payment (GBP)

10. **Billing Questions?** Instructions about how to contact RingCentral.

    **Payment Methods**
    Please email remittance advice to Collections@RingCentral.com
    
    **Account Name:** RingCentral UK Ltd.
    **Account #:** 41313956
    **Sort Code:** 40-02-42
    
    **JP Morgan Chase Bank N.A.**
    Only Accepts Wire or ACH Payment:
    JP Morgan Chase Bank N.A.
    125 London Wall
    London, EC2 5BJ, United Kingdom

    **Billing Questions?**
    Email InvoiceBillingUK@RingCentral.com or call (0044)800-385-1755 (Freephone Number).
    Customer must notify RingCentral at InvoiceBillingUK@RingCentral.com of disputes arising from invoices in writing within thirty (30) days of invoice, unless otherwise specified in contract. Undisputed amounts unpaid on or before agreed upon payment terms on the invoice may lead to service interruption. Small business customers should consult RingCentral’s Code of Practice for Small Business Customers located at https://www.ringcentral.co.uk/legal/cop.html. RingCentral is a member of the Communications and Internet Services Adjustor Scheme (CISAS).
11. Statement Details
12. Cost Center: Associated charges for the particular call center.

How to Contact RingCentral

Details about your specific invoice can be found in the Billing tab of the RingCentral Phone System. If you still have questions, here’s how to contact RingCentral:

Please contact collections@ringcentral.com for the following:
- Payment inquiries.
- Make a one-time payment via credit card.
- Respond to a notification of a past-due balance.

If you have billing questions, call (001) 888-389-1755 or email: invoicebillingUK@ringcentral.com

Further information and frequently asked questions can also be found in this Knowledgebase article.

Business hours: 9:00AM to 6:00PM (GMT)