

Dear Customer,

Kindly note that payment for all TVL invoices are due for payment by the 20<sup>th</sup> of each month. All payment should be done on or before the due date to avoid disconnection of your service. Customers who may have queries in regards to their invoice are advised to contact TVL via email [customercare@tvlnet.vu](mailto:customercare@tvlnet.vu) before the due date of payment as well, so that disconnection may be reconsidered.

10 <sup>th</sup> M	20 <sup>th</sup> M	After 20 <sup>th</sup> M
Invoices available	Payment due	Disconnection for non-payment
<b>By 10th of each month</b>	<b>By 20th of each month</b>	<b>After 20th of each month</b>

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## **ACCESSING YOUR E-BILL**

Your TVL invoice will be issued by the first week of each month and is available for your access and downloading by clicking and logging into your account on “Self Care” under “My Account” tab online TVL’s web site: [www.tvl.vu](http://www.tvl.vu)

TVL’s Post-pay customers will be notified through an SMS and/or email that their invoice has been made available online via the above mentioned website link.

### **Steps to log into customer’s online account:**

1. Via [www.tvl.vu](http://www.tvl.vu) select “My Account” tab,
2. Select “Self-care’ ’option
3. Input of your logging in credentials [provided by your Sales Contact in TVL]
4. Click “Login” tab to access your invoices.

### **Logging in Credential Details:**

Please contact TVL Customer Care on [customercare@tvlnet.vu](mailto:customercare@tvlnet.vu) or visit our Business Corporate team at TVL house or TVL shop in Santo and Tanna.

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## **BILL PAYMENT**

### **Visiting TVL Shop**

Payment by cash, cheque, credit card or EFTPOS can be made during opening hours at the following locations:

<b>Telecom House,Lini Highway, Port Vila – Opposite Fatumaru Bay</b>
<b>Tana Russet Retail Shop,Lini Highway ,Port Vila</b>
<b>TVL Santo – Luganville</b>
<b>TVL Tanna – Lenakel,Tafea Coop</b>

### **Payment via Internet/Bank Deposit**

Payment via Internet banking or bank deposit can be made in favor of Telecom Vanuatu into any of the following accounts.

Please ensure that you include your Customer ID number in the transaction reference field, so that we are able to allocate your payment correctly.

<b>Bank</b>	<b>Account Number</b>
<b>ANZ Bank Vanuatu</b>	645450
<b>Bred (Vanuatu) Ltd</b>	105111010016
<b>National Bank of Vanuatu</b>	0001358001
<b>BSP Vanuatu</b>	190511101

Please note online banking payment (e.g via your bank) will take between 24 -72 Hours to reflect your account

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### **Payment via Bank Direct Debit**

Payment via direct debit can be done by requesting and completing a direct debit application form and emailing it to [customercare@tvlnet.vu](mailto:customercare@tvlnet.vu) or returning it to the Customer Service team at TVL House or TVL Santo and Tanna Office.

TVL Bank direct Debit will reflect within 1 Business working day

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**Unable to pay your bill**

If you encounter any difficulty with making your payment, please contact [credit\\_control@tvf.net.vu](mailto:credit_control@tvf.net.vu) as soon possible to discuss options with one of our representatives

**DISCONNECTION OF SERVICES**

If full payment is not received by Telecom Vanuatu Ltd on or before the due date 20<sup>TH</sup> of each month, TVL will disconnect your services and will reconnect only after receiving full payment and reconnection fee of 1,533 (Vat inclusive) will be applicable per services