



Pre-Sale Support

Billing & Payments

Getting Started

2talk is able to give away all our features for free because of our efficient billing and payment systems.

This guide will walk you through how to load your credit card on your account, set up auto-pay, and set up auto top-ups.

Questions? Contact us!
855-295-8900





2talk Billing

Monthly Billing

2talk invoices customers that have a calling plan once per month via the 2talk Live portal.

Customers can set up **auto-pay** to pay their monthly bill automatically via VISA, Mastercard, or American Express credit cards.

Auto-pay will charge your credit card 2 days before your due date to keep your account paid in full and current.

Top Ups

Customers who sign up for the **2talk Freedom (pay-as-you-go) Plan** must load credit to their account to place calls.

Customers with a **2talk calling plan that place phone calls outside of the 70+ included international destinations** must load credit to their account to cover those future international call charges.

Top-Ups allow you to add a 1 time credit, or set up your credit card to be charged a set amount when your balance drops below a certain level.



Auto-Pay for Monthly Billing

- Call Records
- Add Account Credit
- Account Details
- Plans & Services
 - Change Plan
 - Manage Numbers
 - Other Services
- Your Details
- Change Password
- My Media
- Calendar & Tasks
- Line Manager
- Log out

[Account Summary](#) [Account Details](#) [Change Services](#) [Change Password](#)

Top-up An auto-topup service is now available - [Click here to view your auto-topup settings](#)

Top-Up My Account

Credit Card Payments

Top-Up Amount

Card Details

Saved Card New Card

Card Type

Card Number

Card Name

Card Expiry

CVC2

Save My Card Details

Use My Saved Card to Auto-Pay Monthly Charges
(2 days before bill date)

Date	Source	Card	Expiry	Amount	Result

To set up your monthly billing:

- Click on **Add Account Credit** on the left
- Make a One-Time Payment by **Selecting \$10 from the Top-Up Amount drop down menu**
- **Type in your credit card details**
- **Check the 2 boxes** for Save My Credit Card Details & Use My Card for Auto-Pay Monthly Options
- Click **Pay Now**





Auto Top-Up

[Account Summary](#) [Account Details](#) [C](#)

Top-up An auto-topup service

[Top-Up My Acc](#)

Top-Up Amount

To set up your Auto Top-Up:

- Click on **Add Account Credit** on the left
- Click on the **RED Top-up button** on the top of the screen



Auto Top-up

Auto Topup & Notifications

<< Caller Tunes & Hold Music | Personal Information >>

Auto Topup Settings

To avoid having to manually topup your account with credit you can ask 2talk to attempt to topup your account for you automatically. You can select the amount you wish to topup your account by each time you drop below a certain threshold and you can also control how much you are willing to topup your account by each week.

Please ensure that your stored credit card details are correct by clicking [here](#)

You will receive an email each time an auto topup is carried out on your account. If the auto topup fails because you have exceeded your weekly maximum or your credit card payment fails for some reason then you will also be sent an email and we will attempt to topup again 24 hours later.

Automatically topup my 2talk account credit when my balance drops below a certain amount?

Account auto-topup amount:

\$10 credit

Maximum total of allowed auto-topups on your account per week:

\$100 credit

Account balance threshold for auto-topups or balance notifications

2 dollars or less remaining in my account. (Default is 2 dollars)

Account balance and call duration notifications

NOTE: Account balance and call duration notifications only occur when calling making a chargeable toll call. If the call is free based on your plan type - then no notification messages will occur prior to the call connection.

Disable call duration warning notifications before calls?

20 minutes or less remaining. Call Duration threshold for warning notifications (Default is 20 minutes)

Disable account balance warning notifications before calls?

Disable low credit warning emails when you fall below your account balance threshold?

SAVE OPTIONS

UNDO CHANGES

RETURN TO OPTIONS

To set up your Auto Top-Up:

- Check the box to Automatically top-up your account when it reaches a certain level
- Choose your top-up amount from the first drop down box, and choose the maximum amount you'd like to top-up in a week

Notifications

- By default, you will receive an Account Balance Warning if before placing a call. Check the box to disable notifications, or change the number min remaining.
- Check the box to disable low credit warning before calls, and emails, if you choose

ALWAYS REMEMBER TO CLICK SAVE OPTIONS.



Remember...

Auto-Pay pays your monthly bill 2 days before the due date using the credit card you save on your account.

Auto Top-Up adds credit to your account if you are pay-as-you-go OR if you plan on calling outside the free international destinations.





Need Assistance?

Contact support@2talk.com

