

Payment and Banking details

Paying with Credit or Debit card

The quickest and easiest way to make a payment on the website or through myTTNC is by credit or debit card. We accept all major card types including:



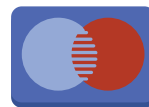
Visa/Visa Debit



Visa Electron



MasterCard



Maestro



American Express



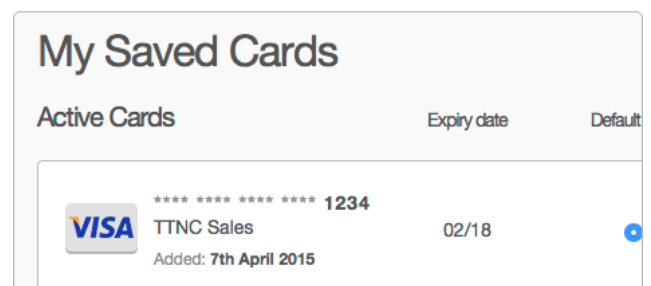
Solo

Add cards to your account

You can make any necessary payment to us through your account on myTTNC. You can also add cards to your account that we can use when attempting automatic payments or for when you want to buy new numbers or services.

This is how it all works:

- ▶ When you're buying a new number or service you can just use one of your saved cards, you don't have to enter the information each time.
- ▶ You can have more than one card available just in case the first one fails when we're taking automatic payments (e.g. for Automatic Top Up, Pay Monthly or Call Management renewals).
- ▶ You'll be able to update your card information at any time; add new cards and remove expired ones.
- ▶ You can choose to designate a separate card for your Automatic Top Up from your other payments, so you're really in control.



As with any payment made to us, we send you an email confirmation when payment is successful and save a copy of the invoice to your account.

Secure payments

We use the payment gateway, Sagepay, which connects with our merchant account with Barclays. Every interaction with payment services happens through COMODO certified SSL connections using TLS 1.2 and 128-bit encryption.

When you add cards to your account, the only information that will be kept on your account will be the card type, the last four digits of the card number and the expiry date. The rest of the information is stored securely with Sagepay through whom we request repeat payments, when appropriate.



Paying with Direct Debit



Setting up Direct Debit allows you to automatically make payment on any renewals straight from your bank account, rather than using your credit or debit card. This includes Phone Number renewals, Pay Monthly tariffs, Bolt Ons and Packages.

After setting up Direct Debit, we'll send you a confirmation via email within 3 working days, once your bank has confirmed your details. Payments will be deducted from your account on or after the 4th of each month and will appear on your bank statement as TTNC.

Managing your Direct Debit

As with most things in your account, your Direct Debit settings can be managed via myTTNC. This includes setting up a new Direct Debit mandate or viewing your current one. You can also download a PDF of your mandate for you to keep for your records and view offline.

Making a bank transfer

If you are unable to make a card payment on the website or through myTTNC, you can transfer money into our bank account.

When making a bank transfer, **please be sure to include either your company name, customer reference number or invoice number** (if applicable). You should then email sales@ttnc.co.uk to let us know you have transferred money, so we can easily match the payment to your account.

It is important to note that any payments must include the VAT. We will only mark an invoice as paid or assign call credit once the full amount shows in our account. This may take a few business days to happen, depending on your bank.

Our account details

Sort code: **20-19-95** (Barclays Bank)

Account number: **60954667** (TTNC Limited)

For international bank transfers

Swift: **BARCGB22**

IBAN: **GB55 BARC 2019 9560 9546 67**

Paying with call credit

When manually making a payment in myTTNC, you can choose to use any spare Pay As You Go call credit you have as the payment method. When selecting to use call credit, we display how much you have available to use for payment (unless you're buying an ineligible item or the total cost of the items in your basket exceeds the amount of credit you have available).

Please note you can only use call credit that you have previously purchased. Any credit that has been given to you as good will or as part of a referral scheme cannot be used. This is due to accounting and VAT liabilities.

Payment Method

Select a payment card

..... 5969 Expiry: 12/15 Default Card

[Add new card](#)

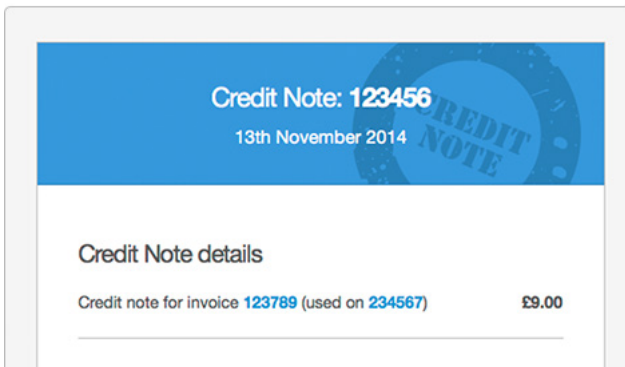
Pay using your call credit balance

Pay with call credit £25 credit available for use

Credit notes and VAT

When you pay an invoice using Pay As You Go call credit, we raise a credit note. The credit note includes the VAT that you paid on the original purchase of call credit. The credit note is then used against the new order, which also includes VAT.

The amount deducted from your call credit balance will be the amount of the new order excluding the VAT as the VAT liability has already been settled on the initial call credit order.



Buying more call credit

If you need to top up your Pay As You Go balance, you will need to use a credit or debit card to make payment. It is not possible to use your existing Pay As You Go call credit.

Cheques

Please note that we cannot accept payment by cheque.

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Telephone: 020 3151 1000

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