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Understanding your BlueCosmo Invoice

Bill Gabay - 2017-11-28 - in [Postpaid](#)

Understanding your BlueCosmo Invoice

1 Account Details
This section includes your Account Number, Company Name (if applicable) and Billing Address. It will also show the Invoice Number, your Invoice Date as well as the Total Amount owing and when it is Due.

2 Account Summary
Previous Balance is the amount owed from the previous billing period.

Adjustment is a credit or debit applied to your account.

Balance Forward is an unpaid amount carried over from the previous billing period.

Charges for Services are the total charges for the current period, which may include charges from phone rentals, prepaid services, monthly subscription plans, network usage, activation fees, and value-added services. Hardware purchases and shipping charges during the same billing period will also be included in this total.

Total Due is the amount owed on the invoice including taxes.

3 Late Fees
A 1.5% Late Payment Fee per month will apply to unpaid balances.

INVOICE

Account: BU300001
Customer: John Smith
Address: 2764 1st Ave S, Suite #120
Seattle, WA 98134
Invoice No.: BU01000000 Invoice Date: 11/14/2017
Amount Due: \$151.12 (USD) Due Date: 11/17/2017

Account Summary

Previous Balance, Payments and Adjustments	
Previous Balance	\$100.15
Balance Forward	\$100.15
Summary of Current Charges	
Charges for Services	\$46.95
Subtotal	\$46.95
Universal Service Fund	\$3.27
Late Payment Fee	\$0.75
Total New Charges	\$50.97
Total Due	\$151.12 (USD)

Your credit card will be charged on or after the invoice due date for the charges listed above. No additional payment is necessary at this time.
A late payment charge of 1.5% per month will be applied to unpaid balances.
Tax ID No. 98-0196287

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4 Shows payment amounts and the dates these payments were processed.

Detail by Device shows billing charges related to each satellite equipment registered to your account.

5 Summary Charges show charges for Postpaid, Prepaid, Rental and value-added services (e.g. +1 Access). It also shows the Total Usage by Usage Type from all plans.

6 Usage Details breaks down how and when your satellite equipment was used and the applicable charges per event.

Have More Questions?
Visit our [Frequently Asked Questions](#) section below!

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Payment Details

Date	Note	Amount
10/23/2017	Payment Received – Thank You	(\$320.76)
Total Payment		(\$320.76)

5

Summary by Device

Total Charge includes the monthly subscription plan charge for the current billing period and any accumulated usage charges from the previous billing period.

Device	Description	Period	Total Charge
(8816) 514 01825	Iridium 150 Min Plan	11/14/17 to 12/13/17	\$99.95
(8816) 514 01912	Iridium 150 Min Plan	11/14/17 to 12/13/17	\$99.95
(8816) 514 03919	Iridium 150 Min Plan	11/14/17 to 12/13/17	\$99.95
Total Before Taxes			\$299.85

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Usage Details

Date and Time	Description	Called From	Called To	Number Called	Quantity	Rate	Charge
Iridium 150 Min Plan							
10/31/17 18:48:29	ISU to PSTN	USA	North America	2088342280	1 Min	\$0.00	\$0.00
10/31/17 18:07:46	ISU to SMS	USA	Text Message	756348952	1 Messages	\$0.00	\$0.00
10/31/17 18:12:23	ISU to PSTN	USA	North America	2085094988	1 Min	\$0.00	\$0.00
10/31/17 18:15:32	ISU to PSTN	USA	North America	2088532534	2 Min	\$0.00	\$0.00

Frequently Asked Questions

1. How can I pay my BlueCosmo bill?

Preauthorized monthly payments are automatically taken from the valid credit card that is associated with your BlueCosmo account. If you would like to make a one-time payment and update your account balance, please call Customer Care at 1.877.258.3496 (for North America) or 206.329.1947 (outside North America).

2. When is my bill due?

Your monthly invoice is generated on your Bill Date which is the first day of your billing cycle. Payments are due by the Due Date specified on the first page of your invoice.

3. What do amounts in brackets mean?

Amounts that show in brackets or parenthesis on your invoice denote a payment made or credit applied.

4. Are all my charges billed from the same period?

Subscription plans are billed a month in advance while network usage (i.e. calls and text messaging) on the same invoice is based on the previous month. For example, a BlueCosmo invoice may show a subscription charge for the new bill period November 7 to December 6, but the usage billed would be from the October 7 to November 6 cycle.

Phone Rentals, on the other hand, are billed in arrears with an invoice generated at the end of every bill cycle or when the rental has ended, whichever comes first.

5. Why are there "partial" charges on my bill?

Prorated charges will occur when the account holder changes their plan in the middle of a billing cycle. In this situation, you will see prorated charges (and credits) for both the old and new plans. Proration will also apply when a new service is added to an existing account.

6. Why do I see some Usage transactions with \$0 charges while others show an amount owed?

If you have purchased a plan that includes bundled minutes, once consumed, the usage within the same period will be charged based on the plan's overage rates.

7. What is the "Universal Service Fund" and why am I being charged this fee?

The Universal Service Fund (USF) is a mandatory charge that is administered by the Universal Service Administrative Company (USAC) and applies to all telecom service providers (including Roadpost and BlueCosmo) who provide telecom services to US customers. For more information on the USF, please visit this link by the US Federal Communications Commission (FCC): <https://www.fcc.gov/general/universal-service>

8. Why do I see the country where I am calling To and From except when that country is the US or Canada?

Your Call Details use Country Codes to determine where you made a satellite phone call. Since the US and Canada both use the Country Code "1", the location instead will show "North America".

9. What timezone do my call Call Details follow?

Iridium and Inmarsat call details use Local Time where the equipment is used.

10. Where are my usage details for my prepaid service?

Details of your call and text usage are not available when using Prepaid services.

If you still have questions regarding your invoice, please call us at 1.877.258.3496 (for North America) or 206.329.1947 (outside North America) between Monday to Friday 9-5 PST or email us at customercare@bluecosmo.com. You may also reach us via online Chat at www.bluecosmo.com.