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How to pay your invoice

Billing & Payments

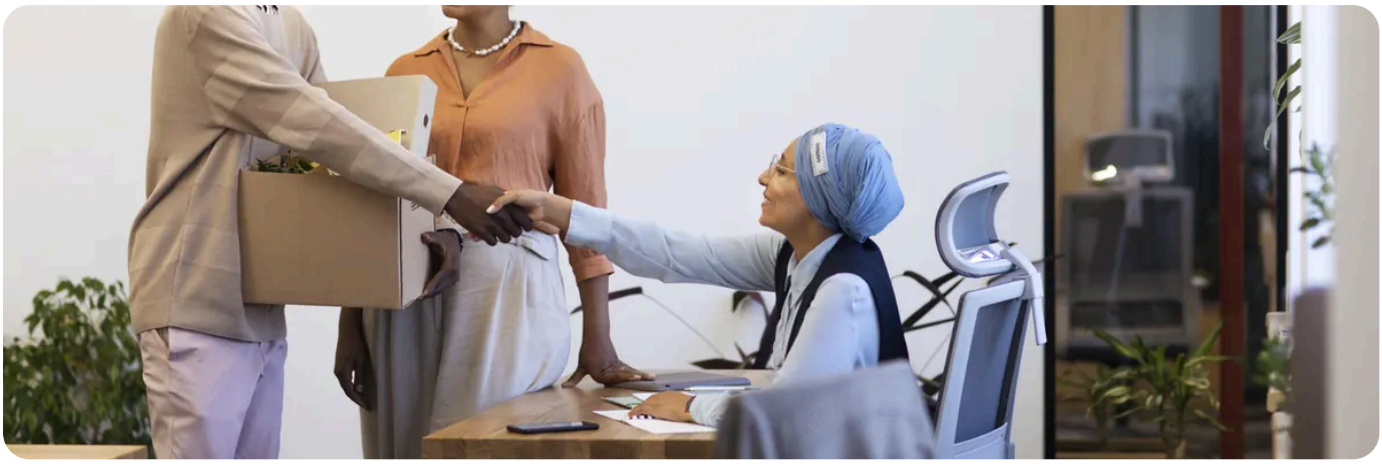
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How to pay your invoice

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All your invoices live in My Interweb, and there are several ways to settle them. Some confirm instantly and activate your service straight away; one requires us to check your payment manually. This guide explains the difference so you can choose the fastest route.

Finding your invoice

1. Sign in at **My Interweb**
2. Open **Billing → My Invoices**
3. Click the invoice you want to pay, then choose a payment method and press **Pay Now**

Instant methods - recommended

The invoice is settled automatically and your service is activated or renewed within seconds. Nothing else is needed from you.

Method	How it works	Confirmation
mKesh Tmcel	Type your number and confirm the payment on your phone	**Immediate**
M-Pesa Vodacom	Type your number, then approve the request with your PIN on your phone	**Immediate**
e-Mola Movitel	Type your number and confirm the payment on your phone	**Immediate**
Reference Entity ATM or banking app	You receive an Entity and Reference number to pay at any ATM or in your bank's app	**Automatic**

Paying by mobile wallet?

Keep your phone in hand - the confirmation request arrives within seconds and expires if it is not approved. If nothing arrives, check that the number you typed is the one registered to the wallet.

Bank transfer

Banks do not tell us who paid, so this method needs a manual check on our side. Choose it only if the options above are not available to you.

1. Open the invoice and select **Bank Transfer**. Our account details appear on the invoice itself - always use the ones shown there, as we hold accounts at more than one bank.

2. Transfer the **exact amount** on the invoice. A short payment leaves the invoice open, and a bank fee deducted from the transfer counts as a short payment.

3. Send us the proof of payment. Open the invoice in **Billing - My Invoices**, select **Bank Transfer** and use the **Proof of Payment** form that appears on the page: attach the file and send. It automatically opens a ticket with the Billing department, already tied to that invoice.

4. We confirm it and your service is released. This normally takes **a few hours**, and up to one business day at busier times.

To be confirmed on the first try,

make sure the proof clearly shows the **date**, the **amount**, and the **destination account**. A legible photo or the PDF receipt from your banking app both work. Always state the invoice number.

What happens after you pay

The invoice is marked as **Paid**, you receive a payment confirmation by e-mail, and the service is renewed with the new due date. A suspended service is reactivated as soon as the payment is registered - you do not need to request it.

Frequent questions

I paid by M-Pesa but the invoice is still unpaid

Refresh the page after a minute. If the amount left your wallet and the invoice is still open after 15 minutes, open a ticket with the transaction code - do not pay a second time.

The confirmation request never reached my phone

Check the number you entered and that the line has network coverage, then try again. Nothing is charged until you approve it with your PIN.

Can I pay several invoices at once?

Each invoice is settled separately so that each service is renewed correctly. By bank transfer you may send a single transfer and list every invoice number in the proof of payment.

My service was suspended for non-payment

Pay by one of the instant methods and it comes back on its own within minutes. Your files, e-mail and databases are untouched during suspension.

NEED A HAND?

A payment that has not shown up? Send us the receipt and we will trace it.

Open a support ticket →

SEE ALSO

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