

Paratus

Fact Sheet



A quick guide to help you stay connected

1. Terms of Service

✓ Your service is PREPAID

You are invoiced and pay monthly in advance for the service you are about to use. Invoices are sent on the **1st of each month**, and payment must be made by the **7th** (Starlink - **14th**) to keep your service active.

✓ Your first invoice will include a pro-rated amount

Your first invoice will include the pro-rated amount from the date your service was installed and activated **plus** the full monthly subscription for the upcoming prepaid month.

✓ Review your Terms & Conditions

Your service contract includes our standard Terms & Conditions, please make sure to read them. If anything is unclear, our Customer Experience Team is available to assist:

Mail: cx.zm@paratus.africa

Phone: +260 964 755 498

2. Your Monthly Invoice

✓ When will you receive it?

Your invoice will be sent on the **1st working day of each month**.



www.paratus.africa/zambia



PARATUS
Always Prepared

✓ What will it include?

- Your monthly subscription fee
- Any pro-rated amount applicable since activation of the service
- Invoice number to use as payment reference
- **A secure DPO payment link**

3. Making Your Payment

✓ Preferred payment method

We recommend using **Direct Pay Online (DPO)** for fast and secure payments using Mobile Money or debit/credit cards. Your invoice will always include a DPO link for easy payment.

✓ Always use the correct reference

Use the **invoice number** as your payment reference. Please **do not use your name** or anything else.

✓ Why this matters

Correct references ensure your payment can be **allocated accurately** and help prevent unintended service interruptions. Help us help you.

✓ What to do if your service is suspended

If payment is made after suspension, it may take time for your payment to reflect on our bank account. Using the correct reference helps not to get suspended. For billing or payment queries, please contact our Accounts Team:

Mail: accounts.zm@paratus.africa

+260 962 702129
+260 962 420272
+260 965 556406

4. Need Support?

Should you experience any technical difficulties, please contact our 24/7 Support Team. When logging a support request via email or WhatsApp, please ensure to include **your contract number, your name, your phone number and your physical address**.

Mail: support.zm@paratus.africa

Phone: +260 211 446 430

Phone: +260 965 556489

*Thank you for trusting Paratus
with your Internet*



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