

123VOIP Customer Support Guide

Sign in

Step 1 – Log in to Your Account



Link: <https://123voip.com.au/customer/auth/login>

(sign in using your registered email address and password)

Billing:

This guide explains how to set up and manage your monthly payment on the 123VOIP platform.

NOTE: Bills will be generated on a monthly basis starting from your activation date

Step 1 – Log in to Your Account



Link: <https://123voip.com.au/customer/auth/login>

(sign in using your registered email address and password)

Step 2 – Access the Billing Section

After logging in, navigate to the **Billing** or **Payments** section in the customer portal.

Step 3 – Add a Payment Method

Select **Add Payment Method** and enter your payment details.

You may be able to add one of the following:

- Credit Card / Debit Card
- Bank Account (Direct Debit), if available

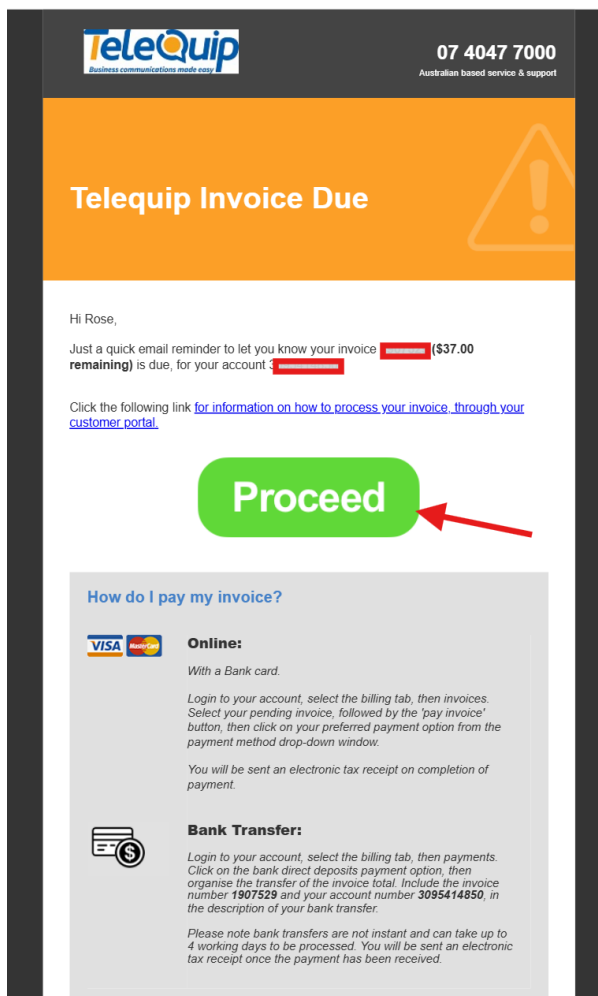
You may also pay via the invoice link you get every month

Step 4 – Enable Automatic Monthly Payments

Once your payment method is added, enable **Automatic Billing** or **Auto Pay** to ensure invoices are paid automatically each month.

Step 5 – Manual Payment of Monthly Invoice Amount

Once you receive the monthly invoice email reminder from TFNQ Pty Ltd.



- Click **“Proceed”** in the email.



Customer portal

This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply

Email

Password

Log in

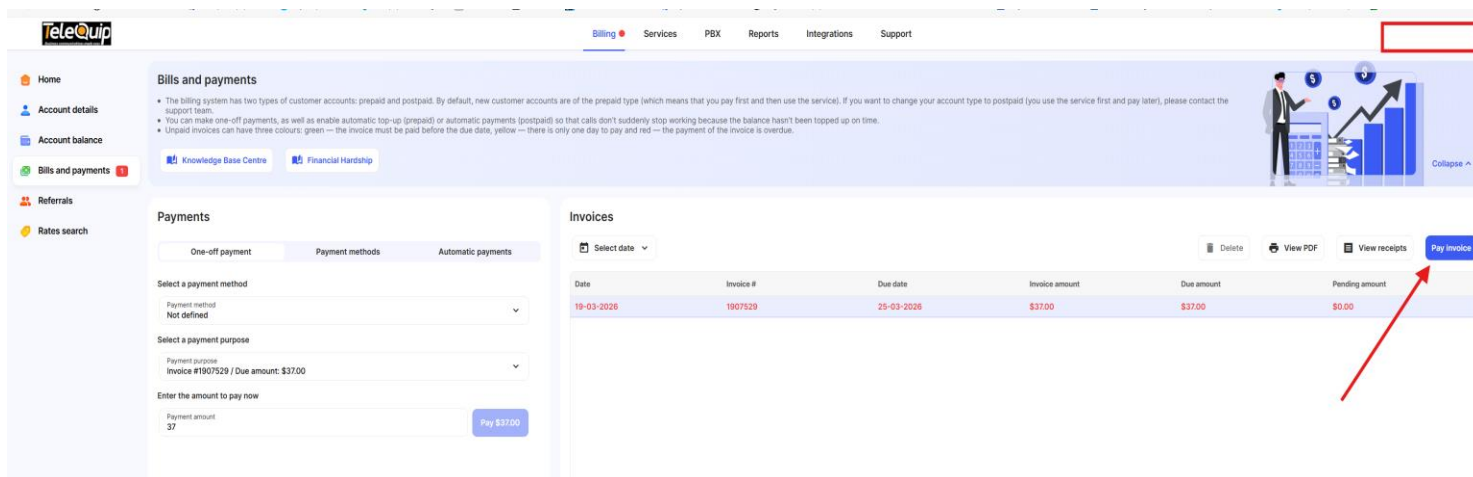
[Forgot your password?](#)

- You will be redirected to the **Sign In** page.
- Log in using your **registered email address** and **password**.

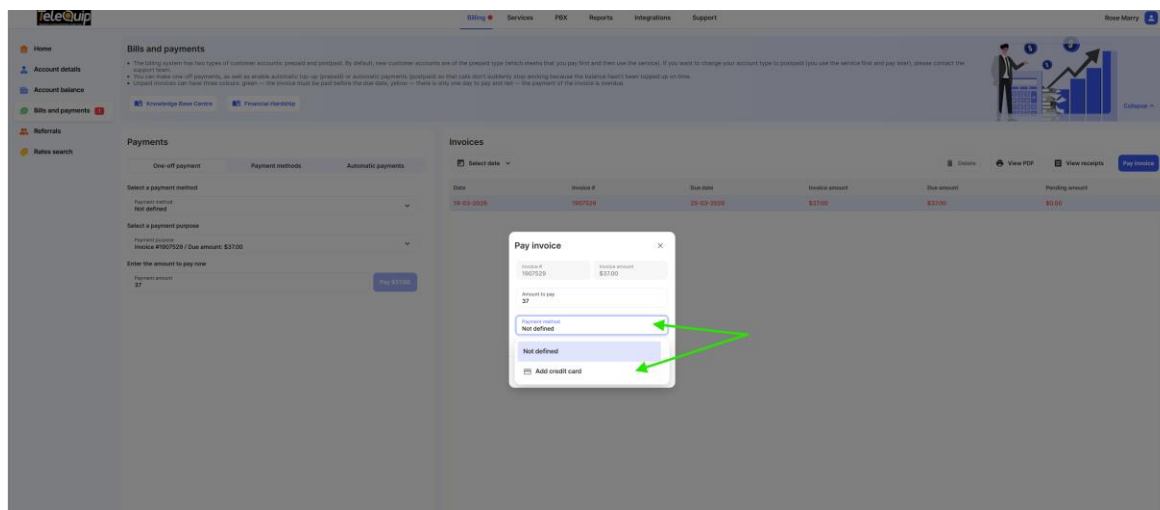
From the **Home Screen**, go to **“Bills and Payments.”**

The screenshot shows the TeleQuip customer portal. At the top, there is a navigation bar with 'Billing', 'Services', 'PBX', 'Reports', 'Integrations', and 'Support'. A user is logged in as 'Hey, [redacted]'. The left sidebar contains a menu with 'Home', 'Account details', 'Account balance', 'Bills and payments' (highlighted with a green box and a red arrow), 'Referrals', and 'Rates search'. The main content area displays 'Current status: Trial' with buttons for 'Switch to active status', 'The maximum duration of one call in trial is 1 minute', and 'Overdue invoices: \$2700'. Below this are two charts: 'The highest number of calls' and 'The longest duration of calls', both showing 'No data to display yet'.

- Select **“Pay Invoice.”**



- Enter your **card details** and complete the payment



Step 6 – Review Your Monthly Invoice

Each month, an invoice will be generated in your account. You can view and download invoices from the **Billing / Invoices** section.

Bills and payments

- The billing system has two types of customer accounts: prepaid and postpaid. By default, new customer accounts are of the prepaid type (which means that you pay first and then use the service). If you want to change your account type to postpaid (you use the service first and pay later), please contact the support team.
- You can make one-off payments, as well as enable automatic top-up (prepaid) or automatic payments (postpaid) so that calls don't suddenly stop working because the balance hasn't been topped up on time.
- Unpaid invoices can have three colours: green — the invoice must be paid before the due date, yellow — there is only one day to pay and red — the payment of the invoice is overdue.

Payments

One-off payment | Payment methods | Automatic payments

Select a payment method

Payment method
visa Visa ...4242 2/29

Select a payment purpose

Payment purpose
Top up the account balance

Enter the amount to pay now

Payment amount

Invoices

Select date

Date	Invoice #	Due date	Invoice amount	Due amount	Pend
01-03-2026	1880628	01-03-2026	\$36.65	\$0.00	\$0.0

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Step 7 – Payment Processing

Payments will be processed automatically according to your billing cycle. Please ensure that sufficient funds are available on the payment date.

Step 8 – Update Payment Details (If Required)

If your payment details change, log in to the portal and update your payment method to avoid service interruption.



Telequip - Support

If you experience any issues with billing or payments, please contact support for assistance.

Support:

If you have any issues, please send an email to service@telequip.net or call 0740477000

If you have account enquiry, please send an email to accounts@telequip.net

CIS (Critical information summary) and Terms:

Copy of your corresponding CIS can be found in

<https://telequip.net/critical-information-summaries/>

- Your mobile plans are **month-to-month** contract if not specified separately.
- You need to **advise 30 days before cancellation** of the service.
- Porting is allowed to another carrier and needs to be done **30 days in advance via request** by an **Authorized Person** on the account.
- If payment is not processed before due dates, a late payment fee will be added for corresponding service and service to remain suspended until the dues are cleared. Telequip may engage third-party credit collection agencies to recover the invoice amount and any reasonable collection related charges.