
How am I billed for talk time?

Ting usage is billed by the minute, which means if you make a call that lasts for 2 minutes and 45 seconds, the call is rounded to 3 minutes. Calls begin when the call is answered. Calls that are not answered (including ones that go to voicemail) are not considered billable airtime. The call you make to check your voicemail (unless you make it from another device) is billed.

Are there any fees in addition to usage?

Yes. Each activated number on your account costs \$6 per month. Beyond this active device fee, any taxes, regulatory fees or government mandated surcharges will be clearly displayed on your bill.

International calls, roaming outside of the US and calls to directory assistance (\$1) are also charged separately.

What methods of payment do you accept?

We accept Visa, Mastercard, American Express, Discover and Amazon Payments. Payments are automatically collected from your selected payment method at the end of your billing cycle.

Is there a limit to the number of devices I can have under my account?

No. You can have as many devices as you like under your account sharing pooled usage. Each active device is billed at \$6 per month.

What if a new account has really high usage?

If the usage pattern on a new account is abnormally high (and we mean, really, beyond what's possible with normal phone use high), we may intervene with an email message. In some cases, we may bill for the cost of the usage before the monthly billing cycle close date. In the event a payment fails, service may be interrupted.

This measure is to protect us from new account fraud and new customers from an onerously high bill at the end of the billing.