

Duke Office of Information Technology

Billing FAQ

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When is my OIT balance due?

Full payment of your balance is due when we notify you (via email) that your online invoice is available for viewing. Accounts are past due if not paid by the 25th of each month. Once an account is 30 days past due, services are subject to disconnection. Services can only be restored after the payment of the entire balance due plus administrative fees.

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When will my payment be applied to my account?

Your electronic payment is posted to your account within 48 hours. Your payment will be reflected on the next month's invoice. If you paid the Balance forward but the payment is not reflected on your invoice, deduct it from the total amount due when you pay the invoice. Contact the OIT Telecom Help Desk at 684-2200 if you need a receipt for your payment.

NOTE: Allow sufficient time for your payment to be processed by the 25th so you don't experience a lapse in service. Please note that we do not accept cash payments.

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Am I responsible for reporting billing discrepancies?

Yes. Review your invoice carefully and notify us immediately (684-2200) if you have any questions. We must investigate any discrepancies within 30 days of the bill date in order to make adjustments to your account.

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Are customers notified if OIT online account management is not available?

Yes. We make every effort to keep the online application available, but if it's out of service temporarily, we'll post the outage on the [OIT Help Desk Web page](#).

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How do I report an error or problem with online account management?

[Contact the OIT Telecom Help Desk online](#) or call us at 684-2200. Include the following information:

- ? Your name and Unique ID (so we can identify you).
- ? The action you were performing right before the error occurred. Be as specific as possible.
- ? The exact error message text, if possible.
- ? Let us know if the system prevented you from doing something you thought you should be able to do.
- ? Your contact information (telephone number, email).

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Duke Office of Information Technology - www.oit.duke.edu - (919) 684-2200 - help@oit.duke.edu