How To Guide

How to check balance and what is credit limit provided

Login to Self-Care Access

Kindly login to your self-care access through
http://customer.therealpbx.com

Go to the Billing Information tab

Here you can see that the available funds are 13.00 USD and total Balance shown below is -10 USD.

The balance shown above is including the $3 credit limit and the balance shown below is the amount that you have in your account.

Please note that the balance that you have is shown in -ve

Checking Balance

Brief Billing Information

🔺$	Balance	29.00 USD
	Credit Limit	3.00 USD
	Status	Credit limit exceeded by 26.00 USD

If your credit is exceeded then you will see a red $ sign.

Transactions Totals Information

From	07-14-2016
Till	10-14-2016
Usage Charges	0.00 USD
Total	**29.00 USD**
Total Transactions	7

If the total balance show is in +ve then that is the amount that you have to pay us.