

Billing Questions

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No. For Hero calling plans and bundles you are not charged an activation or setup fee. You can sign-up, add calling credit and start using the service straight away.

Fees may apply however if you want to port an existing phone number from another provider over to Hero. This depends on your plan type. This is a fee that Hero incur so we need to pass this onto the customer.

We may also pass on setup fees if you add Broadband to your account.

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