

Why was my payment rejected? What do I need to do about it?

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If you pay by credit card, a rejected payment usually means that either your credit card is no longer valid (i.e., you've cancelled it, it has been reissued under another number, or it has expired), or it has reached its limit. Remember that if your credit card number changes, your credit card issuer will not necessarily update that information in our records. To ensure that the information is up to date, you should update your credit card information whenever it changes (which you can do at [My Account](#)).

If you pay by automatic bank deduction, a rejected payment usually means that you've either closed your account or that the account has insufficient funds.

Whatever the reason for the rejected payment, you have a number of options. You can either permanently change your method of payment (e.g., use a different credit card) or submit a one-time payment on another credit card by going to [My Account](#).

You can also mail a check or money order to NTInet Inc. 2033 Saint Matthews Road, Orangeburg, SC. Please write your account number on the memo line.

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