Domain Name Registration

Q. What do I do if my account is disabled due to non-payment?

A. If your account becomes disabled due to non-payment, there are 3 ways in which you can get the account enabled again the same day;

1. Use a credit card - You can use a credit card for a one-time payment to Rakuten Broadband Premium to cover the outstanding amount on the account. In order to do this, please give us a call and we can take down your details over the phone. You can also update your account at this time so that it use the same credit card for future bills if you wish.

2. Use a convenience store payment slip - If you have the copy of the payment slip for the outstanding bill/s, you can use this at a convenience store to get the account enabled again. In order to get the account enabled the same day, please make sure to send a copy of the receipt from the payment slip to us by email so that we can verify the payment has been made. If you don't do this, it will take between 2-3 working days to get the account enabled again as we have to wait for confirmation from the convenience store that the payment has been made.

3. Furikomi (Payment at an ATM) - If you know the outstanding amount on your account, you can make a payment at an ATM to Rakuten Broadband Premium to enable your account. The information you need in order to do this is as follows;

The Bank of Tokyo-Mitsubishi UFJ Tokyo Eigyo-bu
Bank Code: 0005
Branch code: 321
Futsu: 1803206
Account Name: Rakuten Mobile, Inc.

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If you do make a payment, please make sure to put a note of your user ID (user-name@gol.com) or customer number in the notes so that the payment can be easily identified here. If you want to get the account enabled the same day, please send a copy of the receipt from the ATM to us by email so that we can verify the payment has been made. If you don't do this, the account will be enabled again once we receive confirmation of the payment from the bank which will usually take 1 working day.

If you have any further questions regarding payment for a disabled account, please feel free to contact us.

Unique solution ID: #1014

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