



Information on Billing and Payments

The invoice that we send our valued Customers has been designed to deliver a large amount of useful information in a clear, easy to read format. Bills are normally generated monthly unless agreed otherwise. We reserve the right to bill our Customers for itemized charges missed in a previous bill, and will always discuss and validate this with you first. We will generate you a monthly bill for your monthly usage, you are able to check them via "MY ACCOUNT" portal area on our web site www.australianphone.com.au Your monthly bill is generated within the first 7 business days of the month that directly follows your monthly usage and charges making up your most current bill. Your monthly bill will outline the date it was generated alongside if payment required or not. In case of payment required - period for payment is 5 business days since invoice date.

The monthly bill we send you is broken down to a number of helpful components.

- 1. Your Agreement Number:** Your Agreement Number is your unique Identification number. Please quote this when making enquiries.
- 2. Your Time Period:** Shows the billing period of this invoice or statement.
- 3. Our Contact Details:** For billing or general enquiries contact our Customer Service team using these details.
- 4. Your billing address:** This contains your account details and where we have been instructed to send your account. Please email or call us to change or correct your address
- 5. Your Account Summary:** The Account Summary provides a summary of the charges detailed elsewhere in the bill.
- 6. Your Total Amount:** This is the total amount currently due, and may include unpaid past charges. We should receive payment within 5 business days if payment required.
- 7. Our bank details:** Provide details of our bank account to complete payment by direct transfer to our bank account.
- 8. Itemization of your usage for the current bill period:** This section outlines your monthly access fee and full usage of your services.

Methods for Paying your bill: You may complete payment by Credit Card (Visa or Master Cards), by PayPal account or by direct transfer to our bank account. Also, Australian Phone vouchers may be used.

Kinds of charges

You must pay our charges which will be detailed in our offer or plan and may include usage prepayments (for prepaid plans), set up charges, installation charges, equipment charges, fixed periodic access charges, usage charges, connection charges and certain third part charges. Any discount, credit or rebate we may offer will be specified in the plan or offer that it applies to.

- Credit Card payments – no surcharge on Visa, MasterCard, AMEX, entered amount added to the account balance
- PayPal – no surcharge, entered amount added to the account balance
- BPay - no surcharge, entered amount added to the account balance

In case of received charge back, all related surcharges will be cascaded to the customer. Typical Credit Card charge back charge is \$25 and that amount will be deducted including the payment amount from the customer balance, if chargeback occurs.

When and how we bill

Prepaid Customers:

Prepaid customers are getting invoices generated by system and stored inside “MY ACCOUNT” portal. Invoices for prepaid customers are not sent automatically otherwise requested separately. Invoices are generated for customers information only and don't require any payments due to prepaid nature of account. All payments for prepaid account should be done before hand to keep account balance above zero to avoid any service interruptions. Payments are visible inside “MY ACCOUNT” portal area in “Payments” and reflect source of payment (PayPal, Credit Card, Direct transfer, Voucher). Automated payments (Charge Credit Card when balance drops below certain threshold) are possible for Credit Cards only via “Pay By Card” menu on start page. If prepaid balance drops below zero:

- Outgoing calls are not possible to be made.
- All incoming calls will be coming to account for 15 days since account zero or negative balance date.
- All account Phone Numbers (DID) will be closed and may be recovered within 15 days only. In 15 days, Phone Numbers (DID) will be released from account and may not be recovered back (Subject of case-by-case consideration for numbers availability in the inventory).

Postpaid (Credit) Customers:

Postpaid customers are getting invoices generated by system and stored inside “MY ACCOUNT” portal as well as automatically emailed to account holder for payment. All payments for postpaid account should be done within 5 business days of invoice day to avoid any service interruptions. Payments are visible inside “MY ACCOUNT” portal area in “Payments” and reflect source of payment (PayPal, Credit Card, Direct transfer, Voucher). Automated payments (Charge Credit Card when balance drops below certain threshold) are possible for Credit Cards only via “Pay By Card” menu on start page. If postpaid invoice not paid within 5 business days:

- Outgoing calls are not possible to be made.

- All incoming calls will be coming to account for 15 days since invoice day plus 5 business days.
- All account Phone Numbers (DID) will be closed and may be recovered within 15 days plus 5 business days only. In 15 days plus 5 business days all Phone Numbers (DID) will be released from account and may not be recovered back (Subject of case-by-case consideration for numbers availability in the inventory).

If you have any questions call us on

03 9999 82 89

www.australianphone.com.au