

The invoice that we send to our valued Customers has been designed to deliver large amounts of useful information in a clear, easy to read format. Bills are normally issued monthly unless agreed otherwise. We reserve the right to bill/invoice our Customers for itemized charges missed in a previous bill/invoice which will always be discussed first with the consumers and validated with them.

We will send a monthly bill/invoice for your usage to your nominated postal address and your nominated email address. Monthly bills/invoices are generated within the first 7 business days of the month that directly follows your monthly usage and includes usage charges from the previous month or before (if not billed) as the main components of your most updated bill. Your bill/invoice will outline the date it was generated, alongside a due date which is 14 calendar days after the date your bill/invoice was generated and sent.

If you choose to pay your monthly bills by direct debit, your monthly bill/invoice will outline the date it was generated and sent to you, alongside the due date and the amount due to be debited from your nominated account under this agreement. The due date is 14 calendar days after the date your bill/invoice was generated and sent.

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

---

### **1. Your Account Number:**

Your Account Number is your unique identification number. Please quote this when making enquiries.

### **2. Your Billing Period:**

Shows the billing period of the current bill/invoice or statement if you choose the direct debit option.

### **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, correct or update your address

### **5. Your Payment and Account Summary:**

The Payment Summary provides a summary of previous payments made and any outstanding amounts pending. The Account Summary provides a summary of the charges detailed in relevant portions of the bill/invoice.

### **6. Your Total Amount Due and Due Date:**

This is the total amount currently due, and may include past unpaid charges. Remember to make a payment prior to this date to avoid late payment fees. Any overdue amounts are payable immediately.

### **7. Your Payment slip:**

This outlines your Total Amount Due and Due Date, and outlines your Payment options. Where you make payments by cheque or money order, please detach and include the payment slip with your payment.

### **8. Payment Options:**

Located on your payment slip, are details and methods we provide to assist you to choose your payment option – You can pay your accounts by Australia Post, BPay, Phone, Direct Debit, Cheque or Money Order. You can also choose an easier way of paying your bill/invoice by assigning your account on Direct Debit as your preferred payment option. To set up a Direct Debit option please Contact Us.

## 9. Your Bill/invoice History:

This section allows you to track your account spend and compare your total monthly spend over the last 3 invoice's/bill's,– i.e. visual depicted through a graph.

## 10. Itemization of your usage for the current bill/invoice period:

This section outlines your monthly access fee and a full description about the different components adding up to the total usage of your services.

## BILL/INVOICE PAYMENT METHODS

---

We offer a wide range of convenient methods to help you pay your bill:

### 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 party charges. Any discount, credit, rebate or exemption we may offer will be specified in the plan or offer that it applies to. We reserve the right to withdraw an offer without any notice whatsoever.

### When and how we bill

In general, we invoice/bill fixed and known charges in advance, and usage charges in arrears. Our policy is not to late bill/invoice charges more than 190 days old. Invoices are payable within 14 days. Where there is a direct debit arrangement, we may process payment immediately. Our standard billing period is monthly, and our standard way of giving you an invoice or statement is by email or a web page. Requesting a paper bill/invoice may incur a \$2.95 surcharge.

We prefer, and some plans require, direct debit payment. Otherwise, you may pay by American Express or Diners Club (3% surcharge applies to both) or Visa or MasterCard (1.5% surcharge applies to both).

- Australia Post:

Over the counter payment, please ensure you have your bill/invoice with you.

- BPay:

Contact your financial institution to make a payment from your nominated account. Please quote Biller Code as shown on the invoice. In the item description add the relevant bill/invoice number which is located on the front page of your bill.

- Cheque or Money Order by Post:

Please make your cheque/money order payable to "TelcoTalk" and make sure your account number is clearly shown and send it to the address below: TelcoTalk, Locked Bag 3, South Melbourne VIC 3205

- Credit Card:

Please Contact Us to make a payment over the phone. All major cards are accepted Visa, MasterCard (1.5% surcharge ex GST applies), Diners Club and American Express (3% surcharge ex GST applies).

- Direct Debit:

We can set up your authorized ongoing monthly Direct Debit over the phone, confirming all details through our secure Westpac Banking Portal. This portal is PCI compliant, and assures full security in transactions.