FIBRENET BROADBAND

1. Purpose
This Billing Policy explains how Fibrenet Broadband Pty Ltd (ABN: 82 686 728 772) bills customers for telecommunications services, how customers can pay their bills, what happens if a bill is overdue, and what support is available if a customer is having difficulty paying.

We aim to make our billing clear, accurate and easy to understand. We also recognise that telecommunications services are important, and we will work with customers who contact us early about payment difficulties.

2. Who this policy applies to
This policy applies to customers who receive telecommunications services from Fibrenet Broadband Pty Ltd, including internet, phone, voice, data and related services.

- This policy should be read together with our:
- Standard Form of Agreement;
- Critical Information Summary, where applicable;
- Service Application Form;
- Financial Hardship Policy;
- Complaints Handling Policy;
- Family and Domestic Violence Policy;
- Privacy Policy; and
- any applicable service-specific terms.

If there is any inconsistency between this policy and a customer's service agreement, the service agreement will apply to the extent of the inconsistency.

3. Billing period
Unless otherwise stated in your service agreement or bill, we issue bills monthly.

Our standard billing period runs from the start of the month to the end of the month. Recurring monthly service charges are generally billed in advance. Usage charges, once-off charges, installation charges, equipment charges, plan changes, credits or adjustments may appear on the next available bill.

Bills are generally due 14 days from the date of issue, unless a different due date is shown on your bill or agreed with us.

4. Your first bill
Your first bill may be different from your regular monthly bill.

It may include:
- recurring monthly service charges;
- prorated charges if your service started part way through a billing period;
- installation, activation or connection charges;
- equipment or hardware charges;
- delivery or postage charges, where applicable;
- any agreed upfront charges;
- usage charges; and
- credits, discounts or promotional adjustments.

Prorated charges are calculated so that you are only charged for the part of the billing period during which the relevant service or plan was active.

5. Receiving your bill
Bills will usually be sent electronically to the email address nominated on your application form or customer account.

You are responsible for keeping your contact details up to date, including your billing email address, postal address, phone number and authorised account contacts.

If your contact details change, you should notify us as soon as possible.

6. Viewing previous bills and payment history
You may request copies of previous bills or information about your payment history by contacting us.

Where a customer portal is available, previous bills and payment history may also be available through the portal.

7. Charges that may appear on your bill
Depending on your service and account, your bill may include:
- monthly plan charges;
- voice call charges;
- usage-based charges;
- once-off installation, connection or activation charges;
- hardware, equipment or delivery charges;
- modem or router charges;
- service relocation charges;
- plan change charges;
- early termination charges, where applicable;
- non-standard support or technician charges;
- late payment fees, where applicable;
- dishonour or failed payment charges, where applicable;
- credits, discounts or rebates;
- refunds or adjustments; and
- GST.

Any charges that apply to your service will be set out in your service agreement, application form, Critical Information Summary, bill, quote or other applicable terms.

8. Discounts, promotions and credits
If you receive a discount, promotion, rebate or credit, this will usually appear on your bill as a credit or adjustment.

Some discounts or promotions may only apply for a limited time, to specific services, or while you continue to meet the eligibility requirements for that offer.

If a discount or promotional period ends, your service will revert to the standard price unless we have agreed otherwise.

9. Prorated charges
Prorated charges may apply when:
- a new service is activated part way through a billing period;
- you change plan part way through a billing period;
- you add or remove a service;
- you relocate a service;
- a discount or promotion starts or ends part way through a billing period; or
- a service is cancelled part way through a billing period.

Proration ensures that charges are calculated only for the relevant portion of the billing period.

10. Payment methods
Payment details will be shown on your bill.

Available payment methods may include:

- direct debit;
- online card payment;
- bank transfer;
- BPAY, where available; or
- any other payment method we make available from time to time.

Some payment methods may take 1 to 3 business days to clear. If you pay on or close to the due date, you may still receive an automated reminder before the payment has cleared.

We may specify preferred or required payment methods for some services, customer types or account types.

11. Direct debit
If you authorise direct debit, you authorise us to debit the nominated payment method for amounts payable on your account.

You should ensure that sufficient funds are available on the scheduled payment date.

If a direct debit payment fails or is dishonoured, you remain responsible for paying the outstanding amount. Failed payments may also result in dishonour fees or administrative charges where permitted under your service terms.

You may contact us to update or cancel a direct debit authority. We will action cancellation requests within the time required under applicable telecommunications rules.

Cancelling direct debit does not cancel your service or remove your obligation to pay outstanding charges.

12. Partial payments
If you have more than one outstanding bill and make a partial payment, we will generally allocate the payment to the oldest outstanding amount first, unless we agree otherwise.

If the full outstanding amount is not paid by the due date, the unpaid amount will remain overdue and may continue through our overdue account process.

13. Billing errors and disputed charges
If you believe there is an error on your bill, you should contact us as soon as possible.

When you raise a billing dispute, we will review the disputed charge and may ask you for information to help us assess the issue.

While we review a disputed charge, you must still pay any undisputed charges by the due date unless we agree otherwise.

If we find that an amount has been incorrectly charged, we will apply a correction, credit or refund as appropriate.

If we determine that the charge is correct, we will explain the reason for our decision and advise you of your options if you remain dissatisfied, including how to lodge a complaint.

14. Refunds and account credits
If your account is in credit, we may apply that credit to future bills.

You may request a refund of a credit balance by contacting us. Before issuing a refund, we may verify your identity, confirm the payment source and check whether any other amounts are owing on your account.

Refunds will usually be made to the original payment method where practical.

15. Paying your bill on time
You must pay your bill by the due date shown on the bill.

Paying on time helps avoid overdue notices, late payment fees, payment restrictions, service restrictions or debt recovery action.

If you cannot pay by the due date, you should contact us as soon as possible. We may be able to offer assistance, including a short payment extension, payment plan or other support arrangement.

16. Late payment fees
If your bill is not paid by the due date, a late payment fee may apply where this is set out in your service terms, application form, Critical Information Summary or bill.

Late payment fees are not intended to apply where a customer has contacted us and entered into an agreed payment assistance arrangement, unless that arrangement is not followed.

17. Payment difficulties
If you are experiencing difficulty paying your bill, contact us as early as possible.

Depending on your circumstances, we may be able to help with options such as:
- a payment extension;
- a payment plan;
- temporary restriction of non-essential service features;
- spend controls;
- reviewing your plan to check whether a lower-cost option is available;
- transferring you to a more appropriate plan;
- applying a credit or adjustment where appropriate;
- waiving late payment fees;
- deferring payment of certain charges; or
- other arrangements that may assist you to stay connected.

We will consider your circumstances and work with you in a fair and reasonable way.

18. Financial hardship
Financial hardship may occur where you are willing to pay your bill but are unable to do so because of circumstances such as illness, unemployment, family or domestic violence, natural disaster, reduced income, unexpected expenses or other financial pressure.

If you are experiencing financial hardship, or think you may soon experience financial hardship, you should contact us as soon as possible.

Our Financial Hardship Policy explains:
- how to contact us for help;
- what assistance may be available;
- how we assess hardship requests;
- what information we may ask for;
- how we will work with you to keep you connected where possible; and

- what happens if an agreed arrangement is not maintained.

We will not require you to prove hardship before we have a conversation with you about available support options. We will only request information that is reasonably necessary to assess your circumstances or provide appropriate assistance.

19. Family and domestic violence

If you are affected by family or domestic violence, we will handle your account with care and confidentiality.

Support may include:

- protecting your account information;
- changing contact preferences;
- restricting disclosure of account information;
- helping you manage billing or payment arrangements;
- supporting safe communications; and
- referring you to our Family and Domestic Violence Policy.

You can tell us if there are safety concerns about how we contact you or what information appears on your bill.

20. Overdue bills

If your bill becomes overdue, we will usually contact you to remind you that payment is required.

Our overdue account process may include:

1. sending a payment reminder;
2. contacting you by email, SMS, phone or another nominated contact method;
3. advising you of the outstanding amount;
4. offering options to contact us if you need payment assistance;
5. issuing a further notice if the account remains unpaid;
6. restricting or suspending the service where permitted;
7. issuing a disconnection notice if the account remains unpaid; and
8. referring the debt for recovery if the account remains unpaid after disconnection.

We will take reasonable steps to contact you before restricting, suspending or disconnecting a service for non-payment.

21. Service restriction, suspension and disconnection

If your account remains unpaid and you have not contacted us or entered into an agreed payment arrangement, we may restrict, suspend or disconnect your service.

Restriction or suspension may include:

- reducing service speed;
- restricting outbound calls, where applicable;
- restricting optional features;
- suspending non-essential services; or
- limiting access to services where technically possible.

Before disconnecting a service for non-payment, we will take reasonable steps to notify you and provide an opportunity to pay, dispute the charges or contact us for payment assistance.

We will not disconnect a service solely because of unpaid charges where we are actively assessing a genuine billing dispute or financial hardship request, provided you continue to engage with us and meet any agreed payment arrangements for undisputed amounts.

22. Reconnection

If your service has been restricted, suspended or disconnected for non-payment, we may require payment of overdue amounts before restoring the service.

A reconnection fee may apply if this is set out in your service terms or bill.

Restoration times may depend on the service type, network arrangements, third-party carriers, technical requirements and whether the service has been fully disconnected.

23. Debt recovery

If an account remains unpaid after we have issued reminders and notices, we may refer the outstanding amount to a debt collection agency or take other lawful recovery action.

You may be responsible for reasonable costs incurred by us in recovering overdue amounts, where permitted under your service terms and applicable law.

At the date of this policy, Fibrenet Broadband Pty Ltd does not currently conduct consumer credit reporting. If this changes, we will update our Privacy Policy and any applicable credit reporting notices before doing so.

24. Cancellation and final bills

If your service is cancelled, you may receive a final bill.

A final bill may include:

- charges up to the cancellation date;
- usage charges not previously billed;
- hardware or equipment charges;
- unreturned equipment charges;
- early termination charges, where applicable;
- credits or refunds;
- unpaid amounts from previous bills; and
- any other charges payable under your service terms.

If a service is cancelled part way through a billing period, recurring charges may be prorated unless your service terms state otherwise.

25. Changes to plans or services

If you change your plan or service, the change may affect your next bill.

Your next bill may include:

- charges for your old plan up to the date of change;
- charges for your new plan from the date of change;
- prorated credits;
- prorated charges;
- once-off plan change fees, where applicable; and
- any new equipment or activation charges.

We will tell you about material pricing or billing impacts before making a plan change that you request.

26. GST

Unless otherwise stated, prices are inclusive of GST for residential customers and may be stated exclusive of GST for business, wholesale or commercial customers.

Your bill will show GST where applicable.

27. Business and commercial accounts

For business, commercial, strata, embedded network, wholesale or managed service customers, billing arrangements may differ from this policy where agreed in writing.

This may include different billing periods, payment terms, invoice formats, purchase order requirements, minimum monthly charges, project charges, installation charges or account management arrangements.

28. Keeping your account secure

You are responsible for ensuring that only authorised people access or make changes to your account.

We may verify your identity before discussing billing information, changing account details, providing copies of bills, changing payment arrangements or accepting cancellation instructions.

29. Complaints about billing

If you are unhappy with how we have billed you or handled a billing issue, you can lodge a complaint with us.

We will handle billing complaints in accordance with our Complaints Handling Policy.

If you are not satisfied with the outcome of your complaint, you may have the right to contact the Telecommunications Industry Ombudsman.

30. Contact us

For billing enquiries, payment assistance, payment extensions, payment plans, bill copies or account questions, please contact us using the details below:

Fibrenet Broadband Pty Ltd
Phone: 1300 380 130
Email: support@fibrenetbroadband.com.au
Website: fibrenetbroadband.com.au

31. Policy review

We may update this Billing Policy from time to time to reflect changes to our services, billing systems, legal obligations, industry rules or business processes.

The current version will be published on our website.