



## BILLING & PAYMENTS INFORMATION

This document contains information relating to Billing and Payments to help you understand how we bill you.

### When we bill you

innoTel sends invoices to its customers on the 6<sup>th</sup> of each month, or the nearest Business Day to that day.

If you have not received a bill on or around this date, you should contact innoTel customer service.

### Billing Period

innoTel bills on a calendar month basis. Monthly Service Fees are billed in advance and usage charges (e.g. calls) are billed in arrears (previous period).

We always try to include all the charges for a specific billing period in the relevant bill, however sometimes we will need to include charges from a previous billing period. You may also receive bills and charges from us after a service has been transferred away from innoTel or has been cancelled, for any charges that you had incurred before your services was transferred or cancelled.

### Your First Bill

As is common in the telecommunications industry, most customers will experience a Pro-Rated charge on their first bill. This will result in your first bill appearing higher than expected, or what you are used to from your previous provider, however you are not being 'double billed' and is not in error. This is generally normal practise.

You should expect to see a credit on your final invoice from your previous provider amounting to the time between when your service(s) were transferred to innoTel and the end of your previous provider's billing period. You may have to request this credit to be refunded to you.

You should not be billed for the same period (or days) from both your previous provider and innoTel. If you believe this has occurred, please call innoTel customer service on 1300 736 048.

### Bill Format

Each month you will receive your bill via email, which we do to reduce our environmental impact. This email contains a PDF file which is your bill.

Should you require a printed bill, it is recommended you print the PDF bill attached to your email. Your current bill and previous bills are also available in the customer portal ([www.innotel.com.au/portal/](http://www.innotel.com.au/portal/)). We can offer you a printed & posted version of your bill at a monthly charge of \$2.00 per printed bill.

For information on our bill, please see: [www.innotel.com.au/understanding-your-bill/](http://www.innotel.com.au/understanding-your-bill/)

### When Bills are due

Payments for bills are due on the 20<sup>th</sup> of each month, allowing 14 days from the date of invoice to be paid.



## Paying your Bill

innoTel offers a variety of ways to pay your bill. Our payment methods and any surcharges applicable can be found at: [www.innotel.com.au/payment-methods/](http://www.innotel.com.au/payment-methods/)

## Types of Charges

### Recurring Fees

#### Monthly Access Fees (service fees)

Monthly Access Fees, or sometimes referred to as service fees, such as your phone or broadband fees are billed monthly on a recurring basis until you transfer away or cancel your service. These charges are billed in advanced.

#### Pro-rated Fees

Pro-rated fees occur when we charge you for your Monthly Access Fees in advance and there is a part-period for the current month we also need to bill you for.

*For example;* if we connected or transferred your service on the 25<sup>th</sup> of a month, your next bill would contain a full Monthly Access Fee for the following month (in advance) and a Pro-rated Access Fee for the period between the 25<sup>th</sup> when your service was connected and the end of that month.

#### Account Fees

Account fees refer to charges that are not specific to a particular service, but to your account. These charges might include, but are not limited to Paper Billing Fees, Late Payment Fees or Payment Surcharges. These fees a typically one-off feeds, however can become recurring depending, for example, if a customer elects to use the same payment

### Up-front or One-off Fees

#### Connection & Setup-Fees

Connection and Setup Fees are generally charged up-front and may require payment before a connection is made. If we fail to deliver the service in question and have taken an up-front payment, we will refund any Connection or Setup Fees.

#### Hardware & Equipment Fees

Hardware & Equipment fees are generally charged up-front and may require payment before hardware or equipment is dispatched. From time to time, Hardware and Equipment may be offered on a Monthly Repayment Option (MRO).

## Late Payments

If your payment for a bill is not received by its due date, a late payment fee of \$15.00 will be applied to your account.

Avoid paying your bill late; Set up an automatic payment method such as Direct Debit from your Bank Account, which is a fee-free way to pay. To setup Direct Debit, download the Direct Debit form located at: [www.innotel.com.au/payment-methods/](http://www.innotel.com.au/payment-methods/), fill out your details and return to innoTel. Direct Debits will take effect from your next bill.

## Previous Bills

You can access your previous bills up to the 24-months in your account toolbox at no cost. If you require an earlier bill, please contact innoTel customer service to arrange. If you require a bill (current or previous) to be re-printed and sent to your, a charge \$3.50 charge per bill will be levied.

## Financial Hardship

If you are experiencing financial hardship and are finding it difficult to pay your bill, our Financial Hardship policy, located at: [www.innotel.com.au/policies/](http://www.innotel.com.au/policies/) details how you can request and receive assistance.