

POLICY – Payment

SUMMARY

- Invoices are issued late in the calendar month and are due for payment by the 15th of each month.
- Where the 15th falls on a weekend or public holiday, payment is due the last business day prior to the 15th.
- Where payment is not received by the due date.
- Tax Invoices are rendered in Australian dollars and unless otherwise indicated are inclusive of GST, being the equivalent of 1/11th of the total.
- The following payment methods are accepted:

CASH

- Direct deposit to our bank account
- By personal, company or bank cheque or money order, posted to us
- Direct debit from your bank account
- bPAY from your cheque or credit card
- Post BillPay at Australia Post outlets (you must present your bill with payment)
- Express Pay

BARTECARD

Payment is accepted by Bartercard Trade Dollars, by prior written arrangement on specific plans:

1. For fixed line services, line rental and a set amount of local calls per month, prepaid in annual increments, up to 5 years.
2. For Broadband services, for line rental and a set amount of data per month, prepaid in annual increments, up to 5 years.
3. For Web Hosting services, prepaid in annual increments, up to 5 years.
4. For Dialup Internet services, prepaid in annual increments, up to 5 years.
5. For mobile services, line rental and a set \$ amount of calls per month, prepaid in annual increments, up to 5 years.

Where a client's monthly spend exceeds \$1,000 for fixed line services, payment of 50% of:

- line rental; and
- call usage

Payment with Bartercard DOES NOT include:

- Activation, deactivation or relocation of fixed wire or broadband services.
- Any re-billed services from other carriers, such as White Pages listings or services held for diversion, such as previously terminated numbers that are held for diversion from the telephone exchange.

DISPUTED CHARGES

Where a client has a dispute about specific charges, they may raise a written dispute about such charges by email or fax to us. Payment of the undisputed charges on our Invoice is otherwise required by the due date, eg. a dispute about a specific charge does not entitle payment of the entire bill to be withheld.

PAYMENT EXTENSIONS

Where a client requires an extension to pay, the client must contact BEST telecom PRIOR to the due date and request an extension to pay. BEST telecom reserves the right to refuse a request

CREDIT MANAGEMENT

Where payment is not received by the due date, a reminder notice will be sent. Where payment is not received within 7 days thereafter, services will be suspended. Payments not received by the end of the calendar month in which payment is due will be terminated and recovery proceedings commenced in the Southport Registry of the Magistrates Court of Queensland.

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