

Late payments and suspension information

We understand that sometimes the unexpected happens and your payment is late. If you know this in advance, you can simply set up a payment plan to let us know the date that you will be able to make payment. Setting up a payment plan helps to avoid late charges and service suspensions.

How do I arrange a payment plan?

You can easily arrange a payment plan with us at no additional cost by:

- **Phone** with one of our friendly customer service team on 1300 958 339 (9am-5pm AEST)

What happens immediately if I miss my payment?

We will be in touch via email to let you know that we are missing your payment. We'll also ask that you arrange a payment plan as soon as possible. If we do not hear from you, and payment still hasn't been made, then we will contact you via **email** to let you know that we may need to **suspend** your account no earlier than **5 working days from the suspension notice**.

Are there late fees associated with missed payments?

All invoices overdue by more than 30 days may attract a \$35.00 + GST (\$38.50).

Direct debit: A \$35.00 + GST (\$38.50) missed payment fee is charged for each declined transaction. If payment is missed, our system will attempt to debit the payment again within 7 days unless there's a payment plan.

All other payment methods: There is a late payment fee of \$35.00 + GST (\$38.50) per invoice.

Will my services be suspended?

We will contact you via email in the event of a missed payment. If we have had no contact with you, and there is no payment plan on the account, then we will be in touch via **email** to let you know that your services may be suspended no earlier than **5 working days from the suspension notice**.

What happens if my services are suspended?

You will need to contact us to arrange payment during service suspension. If you're experiencing financial hardship, then you may qualify for additional support. For more information, please read our financial hardship policy [here](#).

A reconnection fee of \$120.00 + GST (\$132.00) may be incurred for each suspended service that needs to be reconnected.

The following suspension restrictions will occur until payment is made:

- **Fixed Phones:** Service will be restricted to emergency calls to 000 only.
- **Internet:** All internet services will be paused.
- **Mobile phones:** Services will be restricted to emergency calls to 000 only.
- **VoIP:** All VoIP plans, including our \$0 plan, will cease to work without internet.

Note: Suspended services are not entitled to compensation. Billing will continue even if the service is suspended. Continued non-payment after suspension may result in termination of services and possible debt collection. Termination can cause the loss of a specific VoIP or mobile phone number.