



FASTCOMM

BILLING POLICY

CSA Billing Policy

The following is important information about our Billing Policy, which forms part of the Customer Service Agreement.

This Billing Policy defines the terms and conditions under which the Service/s is delivered to you under our Customer Service Agreement will be billed. Please refer to our CDA General Terms for definition of the terms set out below.

Upon your submission of your Service Application, you are bound by our CSA, which includes this Billing Policy.

Service Invoice Billing & Payments

All Service upfront costs and monthly charges are set out in our Pricing Data Sheets, available upon request or online at;

<https://www.fastcomm.com.au>

The Service upfront costs and monthly charges will vary depending on the plan you choose, including the contract terms and features such as any data allowance and service speed.

Acceptance of a special offer, its terms and conditions, will override any relevant terms and charges set out on our website for the duration of the special offer.

You will be billed for your chosen Service as set out in our Service Application and as specified in the related Service Description.

Your invoiced billed charges are sent electronically to the email address you provide on your Service Application. Paper Invoices are available upon request with a postal fee.

Your Service Application and /or billing invoice indicates how you can make payment. Paying by some credit cards may attract a fee. You must give us 14 days notice if choose to no longer pay by debit card or credit card.

You may be charged for the following;

1. For recurring monthly Service Charges;
2. For installation and activation charges, including prior to the installation of your Service;
3. For equipment, you would like to purchase from us;
4. Any charges described in your Service Application the relevant Pricing Data Sheet and Service Description.

All invoice must be paid by their due date, except for where a validly disputed invoice is under investigation in accordance with the CSA and the Disputes section below.

You will be billed in regular cycle for your service, as specified on the relevant Service Description. Any variances to the billing cycle will be advised to you by written notice to us. Interim bills may also be provided when you change your plan, request an additional service be added, you relocate taking your current Service with you or you request to be billed for any future or yet to be billed charges. We endeavor to include all charges from a billing cycle on the related invoice. From time to time this may not occur and we include previous charges on a current billing invoice. Previous charges will not be included on current billing invoices if they are over 150 days from the date they were incurred by you.

If a billing error occurs we may reissue an invoice to you. For overpayment/s our account will be credited. If you have ceased to receive the Service we will refund the credited amount to you, after removing any additional amount due to us.

You acknowledge all invoices are calculated based on all data recorded and received by us in connection to your Service.

As a condition of supplying the Service to you agree to supply us with valid and current billing information, particularly in regard to debit and credit cards. You also provided us with the authority to direct debit your nominated bank or credit card in order to pay for the Service and billing invoice we send you.

Your card will be debited on the rollover / activation date of your billing Invoice, unless you have paid your invoice by another means prior to the billing invoice due date.

Paying by some credit cards may attract a fee and this fee may vary depending on which card or banking institution you use. This fee will be identified on your billing invoice. You must give us 14 days' notice if you choose to no longer pay by direct debit or credit card.

Any costs we incur in the process of collecting late, or unpaid payments will be charged to you. If you do not pay your bill we can also suspend or even cancel your service until your bill payment is made. Costs will not be incurred for late or unpaid payments if you can reasonably prove payment was made by you on or by the due date but was not processed by us properly or in time as a result of our own act or omission.

Any payment is declined fees will be charged to you for the following;

1. Insufficient funds for direct debits;
2. Dishonored cheques (when available as a payment option); and
3. Charged back credit card payments.

If a payment is declined for any of the above reasons, more than 3 times within 12 months, we may suspend or cancel your service.

If you upgrade to a different Service plan in the middle of a billing cycle, you will be required to pay the increase in charges at pro-rata. You will pay any new charges when you have upgraded your Service Plan from the date it was recorded as changed.

Disputes

If you have a billing or payment dispute, please email info@fastcomm.com.au. Please clearly state your full name, address and contact details along with a detailed description of your dispute.

Following assessment of your dispute submission before the due date on your bill, if it is reasonably considered a valid dispute we will investigate your claim. During the investigation period, the bill, fee or charge in dispute will be suspended until the claim can be reasonably resolved or come to a conclusion. Any amounts that are not in dispute on the same invoice as the disputed amount must be made by the due date.

Service Suspension & Cancellation

Suspension

Suspension of your Service by us can occur, without liability, based on your default or conduct. Under these circumstances, if your Service is reinstated we may charge you a reconnection fee as advised at the time. The reconnection fee must be paid prior to the Service being reinstated.

Cancellation

All charges incurred prior to the cancellation of your Service must be paid in full.

Any services rendered by us, which were not yet charged prior to cancellation, will be billed to you.

If you sign up for a 12 or 24 month service contract, you will be charged a cancellation fee as specified in the relevant Pricing Data Sheet, if you cancel before the end of that contract.

