

## Direct Debit Frequently Asked Questions

### Business Customers – Direct Debit and Monthly Managed Services with us

For help understanding how our direct debit works for your business' Monthly Managed Services, you've come to the right place.

#### 1. I need help understanding my bill

- a. Tax Invoice – this document contains the 6-digit invoice number at the top right-hand side and begins with 'I-4' (eg. I-412345).
- b. Service Summary – this is a detailed breakdown of your managed service(s) by category, and accounts within each category. It helps you understand and monitor the amount and number of services your business has with us.

Your Tax Invoice amount will reflect the full amount based on this summary.

#### 2. How often will I be billed?

Your billing period begins on the 1<sup>st</sup> of each month. You will receive your Invoice and Service Summary on or around the 1<sup>st</sup> of every month.

#### 3. Why Direct Debit?

Choosing to pay by direct debit is the easy, set-and-forget way to pay your monthly managed services bill on time. Provide us with your payment details and we'll deduct the amount owed from your nominated bank account or credit card when your invoice becomes due.

- a. You no longer need to authorise any variations to your managed services, ensuring payment is smoother and more seamless
- b. It ensures business continuity and no interruption to your services
- c. It means that there is nothing for you to do – we will automatically debit your nominated bank account or credit card on the 14<sup>th</sup> of each month.
- d. It helps keep the cost down of providing our services to you.
- e. Direct debit is free to use. If you choose not to pay by direct debit, you will be charged a payment processing fee of \$5.50 each month.

#### 4. How does direct debit work?

Direct debit is the fee-free, automated way to pay your bill each month. Once you provide us with your payment details, we'll deduct the amount owed from your nominated bank account or credit card when your bill becomes due without incurring a payment processing fee.

You will continue to receive an Invoice and Service Summary on or around the 1<sup>st</sup> of the month to see the amount and date of deduction in advance.

#### 5. How do I set up direct debit?

To set up direct debit, you can download the form by clicking [here](#) or contact us and we will provide you with the documentation you need to complete and return to us.

Direct debit activation takes 1-2 business days, so if you've already received your invoice or have set up the direct debit too close to your payment due date, you will need to pay that invoice using another payment method.

#### 6. How do I know if I have signed up for direct debit?

On the top left of your invoice under 'TERMS', it will make reference to your account being paid by Direct Debit.

*\* Please note that direct debit arrangements only apply to monthly managed services we supply to you. Any other work(s) we provide to you outside of monthly managed services will fall within your agreed credit terms.*

## 7. How do I change or cancel my direct debit?

To change your payment details or cancel your direct debit, call us on (08) 6555 1888 during office hours and we'll update our records accordingly.

## 8. What if I choose not to go on direct debit?

Direct debit is free to use. If you choose not to pay by direct debit, you will be charged a payment processing fee of \$5.50 each month.

## 9. What happens if I add or remove/cancel a service(s) during the billing period?

If you have added on a service(s) after your invoice has been issued, then those charges for that billing period will be added onto the following month's invoice. You may also be issued a separate alignment invoice depending on the activation date of that service(s).

If you remove or cancel a service(s) after your invoice has been issued, those changes will be reflected from the following month's invoice.

## 10. What happens if the payment fails or if there are insufficient funds in my account?

If there are insufficient cleared funds in your account to allow a debit payment on the debit day:

- a. you may be charged a fee and/or interest by your financial institution (please check these fees with your financial institution);
- b. you will be charged a dishonour fee of \$10.00 (plus GST) by us;
- c. you must arrange for sufficient cleared funds to be in your account within four (4) banking days after the original debit day so that we can re-process the debit payment;
- d. if the re-processing fails, you must arrange for the total amount owed to us to be paid by another method within two (2) banking days from the failed re-processing date. You will also be charged a late fee of \$10.00 (plus GST);
- e. if all of the above payment options fail, we may suspend or cancel your service(s). If we suspend or cancel your service(s) we may charge you a suspension or cancellation fee (in addition to any other fees that may be payable under your agreement with us). The suspension or cancellation fees chargeable are determined by us as the monthly fee multiplied by the month(s) remaining on the contract of services, from the date of suspension or cancellation.
- f. if your service(s) are suspended or cancelled, any total amount owed to us by you may be referred to a debt collection agency for recovery.

## 11. What if I am having trouble paying my bill?

If you're having trouble paying your bill, there are ways we can help. As tempting as it might be, don't ignore your bill – doing so may incur overdue fees or even result in disconnection. Call us as soon as you realise there's a problem and we can work with you to put together an achievable payment solution.

If you are experiencing financial hardship and need further assistance with budgeting and bill payments, we can refer you to a financial counsellor or a consumer representative organisation.

Please call us on (08) 6555 1888 before your account's due date so we can discuss how we can help you.