



## Invoicing Policy

This policy describes our approach to customer invoicing, the high-level procedures that we apply and the invoicing and payment options that are available to each of our customers.

### Invoice periods, charges, and discounts

We will send you a monthly invoice for the services you receive. Your invoice will contain all charges and discounts applicable to your service plan. The invoice will include GST if applicable and will contain:

- the amount due to be paid;
- the date on which the amount is due; and
- payment options available to you.

Unless your service plan or Critical Information Summary (CIS) specifies otherwise, all periodic fees, including connection and service fees are invoiced in advance while usage fees, including call charges are invoiced in arrears.

Except where circumstances beyond our control prevent it, we will issue you your invoice within **10 working days** of the closure of our billing period. Should a delay occur that prevents this, we will grant you an extension of time to pay equivalent to the delay experienced.

We will endeavour to include all charges relating to the current billing period within your monthly invoice and agree not to invoice you for charges older than **160 days** from the date the charges were incurred.

## Invoice options

Our invoices have been designed to be easy to follow. Currently we have two invoice options available. You can receive your invoice either:

- electronically by email; or
- a paper copy by mail. Should you wish to receive your invoice via post you will be charged \$2.20 (Inc GST) per invoice issued.

We encourage customers to take up our emailed invoice option to reduce paper usage and help improve our environment.

In some circumstances it may be a condition of your plan that you receive your invoice via a nominated method. If you elect not to receive your invoice in this manner you may incur a charge. When this is applicable, this requirement will be clearly listed within the terms and conditions of the relevant service plan.

## Invoice style

Your invoice style will determine the information that your invoice contains. To ensure that your invoice contains the level of detail relevant to your needs we have a range of invoice styles available. Style options range from a summary which includes a concise summary of charges incurred to more complex styles that include detailed call itemisation, reports, and graphs.

## Payment options

We offer you a range of payment options. In some circumstances it may be a condition of your plan that you receive your invoice via a nominated method. For a current list of available payment methods please refer to the first page of your customer invoice. Currently you can pay your invoice using any of the options listed below:

- over the phone using your credit card;
- by direct debit<sup>1</sup> (using either your credit card or bank account);
- using B-PAY;
- online using SmartCentre available at [www.bendigotelco.com.au](http://www.bendigotelco.com.au);
- at any branch of the Bendigo and Adelaide bank; or
- where we have an office location over the counter using credit card, eftpos or cash.

<sup>1</sup> the direct debit amount will be equal to the amount provided on that month's invoice and is scheduled for payment **15 days** after the invoice issue date.

## Access to invoice information

Upon request we will provide you with access to copies of past invoices or other historical billing information. We will provide such information on the following basis:

- where the information requested is for a period of up to **24 months** prior to the request date – we will provide information free of charge;
- where the information requested is for a period of greater than **24 months** but not more than **6 years** from the date of the request - we may impose a charge. Any charge imposed will be a reasonable reflection of the cost incurred by us to provide you with the information as requested.

If requested this information will include the itemisation of charges associated with the nominated telecommunications service where available.

## Where we elect to make changes

If we elect to make a change to our invoice style, our invoice options, or the available payment methods we will provide you with a minimum of **30 days' notice** as per our Standard Form of Agreement (SFOA). Where the change will result in you incurring a charge, we will ensure that you are provided with detailed notice that clearly outlines the details of the charge and any other options that are available to you.

## Managing your invoice

If you are currently receiving multiple invoices from Bendigo Telco, you may like to talk to us about combining your invoices. Alternatively, if you have made a change to your billing address or would like to change either your invoice style or invoice option you should contact our Customer Experience on **1300 228 123**.

## For more information

Remember if there is something on your invoice that you are not sure of you may benefit from downloading our **How to read your invoice** FAQ directly from our website.

For further information please phone Bendigo Telco on **1300 228 123**.