



Billing & Refund Policy

General: The preferred method of payment of your bill is by Credit Card Direct Debit.

Payment in advance: We ask that the initial setup fee and payment for the term of service be made in advance of the creation of the account. Setup fees are non-refundable.

Monthly processing schedule: Your billing period is from the 28th day of every month to the 28th day of every month.

Statement Delivery Method: All subscriber invoices are sent via E-mail to your account login user name by default. If you wish to have your invoice sent to another email address outside of our network, please ensure that we have been advised accordingly by calling customer service on 1300 857 863. Faxed or Postal invoices are also available with an additional \$2.50 delivery charge per invoice.

Customers are responsible for monthly remittance of QTelecom service fees regardless of errors in transport of a standard post office or e-mailed delivered invoice. We expect all subscribers to be aware of their term of service and to pay when due, even in the event of lost e-mail or postal service.

Forms of Payment: Payment for services can be made with a Master Card, Visa (1.8% Surcharge) or American Express (4.5% surcharge) & Diners (3.5% surcharge) credit cards and Australia Post Billpay (3% surcharge). We also accept Money Orders, and business or personal cheques sent directly to our office. Cash is not accepted at this stage. Further information is listed on our invoices in detail about methods of payment and surcharges.

When you request QTelecom to debit your credit card automatically, your Credit Card will be debited on the 15th day of each month, for services that are charged in advance and for telephone calls or excess data fees that are billed in arrears.

Due date: BPAY, EFT (Electronic Funds Transfer), cheque, or money order payments for the current month must be received by or before the fifteenth (15th) day of the month. You will be sent your Second and Final Payment Reminder on or around the seventeenth (17th) day of the month, advising that your account has not been paid.

Suspended Account Policy: If you have not paid your account by the twentieth (20th) day of the month, we may suspend your service/s without further notice, and you may be charged a re-connection fee to re-activate your service/s.



Late Fee Policy: An \$16.50 late fee will be applied to account payments received after the fifteenth (15th) of each month!

Reinstatement Fee: A \$27.50 re-instatement fee may be paid before service will be restored from suspended status!

Closed Account Policy: If the full amount due is not received in 30 days within a billing cycle, the service will be terminated and closed within the system. We may instruct a debt collection agency to commence legal proceedings against you for the money you owe us, which may also result in you being reported to a credit agency. In the event that recovery action is taken on your account, QTelecom reserves the right to charge you recovery costs. These include all costs arising out of default including legal and mercantile agent fees.

Recovery of Outstanding Amounts: If payments were being made by credit card QTelecom will charge any outstanding monies to that card. If we are unable to secure payment by this means or any other we may instruct a debt collection agency to commence legal proceedings against you for the money you owe us, which may also result in you being reported to a credit agency. In the event that recovery action is taken on your account, QTelecom reserves the right to charge you recovery costs. These include all costs arising out of default including legal and mercantile agent fees.

Re-activation Fee: A \$99.00 re-activation fee must be paid before service will be restored from a closed and terminated status!

Your Last Invoice Policy: ALL closed and terminated accounts will receive their last invoice via email, in the event of any balance due. Any prorated, mid-term, past due, or delinquent balances are due upon receipt.

Bad Cheque Fee Policy: These days the banks charge a fee to the merchants submitting payment by cheques that are returned for non-sufficient funds (NSF). QTelecom charges a fee of \$35.00 to cover our bank fees for NSF checks.

Billing discrepancies Policy: Any discrepancies with the billing, must be presented in writing, or email to accounts@qtelecom.com.au within 30 days of receiving your invoice. Such notification shall NOT relieve the obligation to make all payments including the amounts disputed by the due date. We keep very accurate records, but admit we can make mistakes. If a mistake is determined, we'll make it right.

Account Accuracy Policy: Each subscriber is expected to maintain accurate records with our service. We utilize an Internet service industry standard billing and user management system which only works well if we have your correct contact information.



Cancellation Policy: Although we would like you to remain a QTelecom subscriber forever, we realize there are situations which you may want to cancel your QTelecom service. All cancellation requests must be submitted via email to accounts@qtelecom.com.au or request in writing via Fax: 1300 761 635. Cancellation requests MUST be received prior to the beginning of the next billing cycle in order to avoid additional charges to your account. NON-USAGE OF AN ACCOUNT IS NOT PROOF OF CANCELLATION OF SERVICE!. Subscribers are responsible for full payment on all accounts whether or not the account is ever utilized until such time as the account is cancelled by appropriate notice.

Refund Policy: Our refund policy is:

- a) if you voluntarily cancel a Service, the provision of the Service to you will cease on the Due Date of the month after you provide us with written notice of this cancellation (and no refund will be applicable);
- b) if we terminate a Service under our Termination Policy, the provision of the Service to you will cease in accordance with the provisions of that Clause (and you will not be entitled to a refund in respect of the Service); and
- c) if you validly terminate this Agreement as a result of our breach, your only remedy is a refund of the unused portion of your yearly account (or other period as agreed), calculated at the applicable monthly rate, after deducting our costs and expenses in connection with the termination of the Services.

NO refund is ever given for set-up fees.

Termination Policy: We reserve the right to terminate accounts for not using an account in accordance with our General Terms and Conditions & Billing Policy.

Either party may also terminate this agreement at the end of any contracted period, or – if there is no contracted period, at any time by giving thirty days’ notice.

If the Customer has committed to a fixed term contract (e.g. 6 or 12 months) and wishes to terminate the contract before the end of the term, a cancellation fee applies – being the monthly fee for the Service, multiplied by the number of months remaining in the contract term.