



# Billing and Refunds Information

Updated: 31 January 2018

Pennytel reserves the right to change this document at any time and notify you by posting an updated version of the Policy on our website. The amended document will apply between us whether or not we have given you specific notice of any change. We encourage you to review this document periodically because it may change from time to time.

## 1. Bill method

Bills can be supplied either by email in electronic format, or by post in paper format. You select your preference when you place your order with us. If you elect to receive your bill in paper format you will be charged a paper bill fee as specified in the Critical Information Summary for your plan.

You can change your preference at any time by logging into your account online or by logging into our mobile app. If you select to receive your bills by email, you must provide a valid email address on your account. Bills will be sent automatically to your email address so if you do not provide a valid email address you will not receive your bills.

## 2. Payment options

Payment options are detail in the Critical Information Summary for your plan, please refer to this for the latest information.

## 3. If you are unable to pay your bill

If you are having issues paying for your service, our Financial Hardship Policy may apply to you. You can view our policy on our website at [www.pennytel.com.au](http://www.pennytel.com.au).

## 4. Once-off payments

If your account is overdue or you want to make a once-off payment you can login to your Pennytel account, go to billing and payments and process a once-off payment using a credit card.

## 5. Payment terms

We issue your bill on your billing date. You need to make sure you pay your bill before its due date which is 14 days after the invoice has been issue. If we don't receive your payment and your account remains unpaid, your service may be suspended pending disconnection.

**QUESTIONS OR CONCERNS? 1300 232 888**

We're here to help. Contact us online or by phone: Monday to Friday 8am – 12am and Saturday to Sunday 9am – 9pm (AEST/AEDT).

## 6. Refunds

You can request a refund if:

- you have overpaid your account;
- you have been overcharged for products/services;
- you have paid a security deposit bond which is due to be refunded;
- you have cancelled your account and have received a bill which states that your account is in credit;
- your account has been debited in error or you did not authorise payment from your credit card or bank account.

You must notify us of any refund request as soon as possible but in any event no later than 30 days after the date on which the reason for the refund request arose. Refunds will be paid to your nominated bank account.

If you request for a refund and we agree to provide it, you should be aware that your account may be overdue and debt collection procedures in line with our Terms may proceed if a payment to bring your account up to date is not provided.

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