

### **Billing period**

Bills are issued on the first day of each month and are subject to 14-day terms. Our billing period runs from the start of the month to the end of the month. Any extras (such as data packs) that were added during the previous billing period, will appear on your next bill.

### **Your first bill**

Your first bill will be emailed to you and may include prorated charges if your service is provisioned part way through the month.

### **Receiving your bills**

Your bills will be sent to the email address nominated on your service application. To update these details, log in to the [Customer Portal](#).

### **Viewing previous bills & payments**

If you would like to retrieve copies of previous bills, or view your payment history, you can do so by logging into the [Customer Portal](#).

### **Discounts**

If you are receiving a discount for a product or service from us, you'll see this appear as a credit on your bill.

### **Prorated charges**





When you order a new service or change your plan, you'll see prorated charges on your next bill. Prorated charges ensure you're only charged for the days the new service or plan was active.

### **Paying your bill**

It's important to pay your bills on time, as non-payment or repeated late payment may influence the provision of current or future telecommunications services to you.

Keep in mind, some payment methods can take 1-4 business days for funds to clear, so if you've paid your bill on or just after the due date, you might receive a payment reminder from us.

Payment details are located on your bill and can also be found in the [Customer Portal](#). We have a variety of fee-free payment options available:

-  BPAY®
-  Bank transfer
-  Online card payment
-  Direct debit from card

We also accept payments made through the third-party payment provider, Ezidebit. Recurring direct debit payments can be set up by completing the online form available within the Customer Portal. Please ensure funds are available on the due date as failed payments incur an additional charge of \$21.90.

### **Direct debit**

To set up direct debit, please login to our [Customer Portal](#) and enter your details.

### **Partial payments**

If you have a few bills outstanding and you've made a partial payment to your account, this will be allocated against the oldest bill first. Keep in mind if your bills are not paid in full by their due dates, you may receive a reminder.

### **Payment difficulties and extensions**

If you are experiencing difficulties in paying your bill, please contact us as soon as possible. We can help by offering payment extensions or payment plans depending on the circumstances.

If you think you might be experiencing Financial Hardship, we have a [Financial Hardship Policy](#) available to assist you.

Financial hardship refers to a situation where you are unable to discharge your financial obligations under your contract with Pentanet and you reasonably expect to be able to discharge those obligations if payment and/or service arrangements were changed.

Our [Financial Hardship Policy](#) outlines how we assess your eligibility for assistance and how we work with you to come to a suitable arrangement that allows you to pay your outstanding charges in a way that does not worsen your financial position.

### **Overdue bills & non-payment**

If your bill becomes overdue, we'll email you a friendly reminder requesting prompt payment. If payment is not received, we'll follow with a second reminder letting you know the service will be restricted in 7 days' time.

If the account remains outstanding after the 7 days, we'll then place a restriction on your service, shaping the speed to 1Mbps/1Mbps. You'll receive another notification when this occurs.





After service restriction, we'll give you a quick call to request payment and/or establish a payment plan or extension.

If the account remains unpaid or if you dishonour a previously arranged payment plan or extension, we'll proceed with issuing a disconnection notice, advising that the service will be disconnected in 7 days' time.

Once the service is disconnected, you'll receive a final bill and your account will be forwarded to a debt collection agency. We'll also list the default on your credit file in accordance with our [Privacy and Credit Reporting Policy](#).

### **Contacting our Accounts Team**

For any billing queries, you can contact our Accounts Team via:

-  Live chat on our website
-  Raising a ticket through our [Customer Portal](#)
-  Email [receivables@pentanet.com.au](mailto:receivables@pentanet.com.au)
-  Call 08 9466 2670 between 8:30am to 5:30pm Monday to Friday.