

## *Billing Information*

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Bills are issued via email on a monthly basis for the following month's usage, and are subject to 14 day terms.

There are a variety of different options available for paying your bills.

If you'd like to set up direct debit from a credit card or bank account, you can submit a direct debit authorization form either online, via the portal or by visiting the Pentanet office. If you would like one emailed or posted to you for completion, please email [accounts@pentanet.com.au](mailto:accounts@pentanet.com.au) to arrange this.

Alternatively, Pentanet currently accepts BPAY<sup>®</sup>, credit card and PayPal. Details will be on your monthly invoice as well in the customer portal.

If you choose to pay via direct debit from your credit card or bank account, please ensure you set the transfer date to no later than 14 days after invoice to avoid any overdue fees or charges.

Failure to pay by the due date may incur a late fee and the service may be suspended until payment is made. Please refer to our financial hardship policy if you think you will be unable to pay one of your bills.

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