

# BILLING INFORMATION

We bill our customers in accordance with our Standard Form of Agreement or negotiated contract. Our billing conforms with the requirements of the Telecommunications Consumer Protection Code, other relevant industry codes and standards, and legislation.

## 1. Charges and Discounts

What we charge for a service or product is provided in either the Customer Information Sheet (CIS) for a service or product, or if you have a negotiated contract, within or attached to that contract.

Our Customer Information Sheets are available at <https://www.buroserv.com.au>

## 2. Billing Media

We will bill you by sending you an invoice each month. This invoice may be emailed to you (our preference) or posted to you by standard mail.

If you ask us to post the invoice to you by standard post, we will charge you for doing this.

We do not charge you for sending your invoice by email.

An excel version of your invoice is available on request. If you request this, the excel version of the invoice will be emailed to you at the same time as we email your invoice to you. There is no charge for this. We are unable to send the excel version of your invoice by standard post.

## 3. Billing Options

You can change how you receive your invoice at any time. Depending on when you make your request to change how you receive your invoice, the change will take place from the invoice after you request the change.

You can access all your invoices and service history in PDF format (and excel version if you have requested this) on line at

<https://portal.selcomm.com/buroserv/SelfCare/>

To access this on-line portal, you will need a password, which can be obtained by calling our call centre on 1300 129 582 or clicking the 'Forgot Password' button in the portal.

You can also pay by credit card on line using this portal.



#### **4. Billing Periods**

We produce invoices monthly, on or about the second working day of the month.

Changes to the invoice production date are not available.

Interim invoices are available in exceptional circumstances, and at our sole discretion. An interim invoice will affect future invoices.

#### **5. Terms and Conditions.**

Our Terms and Conditions are contained in our Standard Form of Agreement, available at <http://www.buroserv.com.au/important-documents/>, or, if you have a negotiated contract with us, in that contract.

#### **6. Financial Hardship.**

If you are having difficulties, or think you may have difficulties in the near future, in paying your invoice, it is important that you contact us to discuss this. Please read our Financial hardship Policy at

[http://www.buroserv.com.au/wp-content/uploads/2017/10/PT\\_FinancialHardshipPolicy.13062018.pdf](http://www.buroserv.com.au/wp-content/uploads/2017/10/PT_FinancialHardshipPolicy.13062018.pdf)

#### **7. Paying your Invoice.**

Our payment terms are 14 days from the date of production of the invoice. If for some reason, the production of the invoices is delayed, the due date for payment is accordingly extended. We expect the invoice to be paid by the due date on the invoice.

We will remind you by SMS before the due date of your invoices.

We offer many ways in which you can pay your invoice. The enclosed sample invoice details each of the available methods.

You can also pay on line by accessing our on-line Customer Self Care portal at:

<https://portal.selcomm.com/buroserv/SelfCare/>

If you part pay an invoice, then the outstanding balance will become overdue. It will show as an outstanding balance in your next invoice and increase the amount to pay in that invoice. Outstanding and overdue balances will be pursued in accordance with our overdue payments policy below.





## 7. Overdue Payment.

Our debt collection policy is based on the Australian Competition and Consumer Commission and Australian Securities and Investment Commission Debt Collection Guideline, the Telecommunications Consumer Protection Code, Australian Privacy Rules and our Privacy Guideline.

If you do not pay your invoice on time, we will commence debt recovery action. Debt recovery action commences with a notice reminding you to pay your invoice. If the invoice remains unpaid after this, and you do not contact us to arrange payment, we may commence action to bar your services, and ultimately disconnect your service.



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[www.buroserv.com.au](http://www.buroserv.com.au)