

About this Document

This document is our Billing Policy ("Policy"). It is prepared for the purposes of the Telecommunications Consumer Protections Code C628:2019 (the "TCP Code"). In this Billing Policy, "we", "our" and "us" are all references to BOSLEY HOLDINGS PTY LTD trading as DCS INTERNET, ABN 71613948575 of 1A, 155 Queen Street, Warragul VIC 3820 Australia.

This Policy is accessible on our website and is distributed to customers and former customers (together, "Customers") and our staff.

Our Chief Executive Officer (or equivalent) has approved this Policy and is responsible for ensuring its implementation, operation and compliance in accordance with the requirements of the TCP Code.

Billing

Billing commences once the service is Ready For Use, which will usually be the date that the service is activated by the wholesale provider, or installed by our technicians.

Your monthly access fee is billed in advance, and any applicable usage or excess charges are billed monthly in arrears.

New orders require upfront payment of your first month in advance along with any relevant hardware costs and activation fees.

Your first month will be invoiced pro-rata to the end of the calendar month.

All subsequent regular service invoices will be issued on the first of the month, and will be for the full period of the calendar month.

All Charges invoiced by us are payable within 7 days, unless we agree otherwise. If you need an extension, please ask us. In most cases we are able to extend your terms without any penalty to you. See our Credit Management Policy and Financial Hardship Policy for more information.

All amounts expressed by us are inclusive of GST, except where noted.

Payment Methods

Accepted payment methods: Credit Card, Direct Debit, BPAY and Cash or EFTPOS.

We do not accept cheques.

Accounts with automatic on-file credit card payment to a nominated credit card will be debited automatically on the invoice due date.

Automatic direct debit payments from bank accounts are initiated on the 2nd business day of the month. Please ensure sufficient funds on that day.

BPAY payments are not instant and may take up to 3 business days to reach us. You may receive reminders that your account is overdue if your BPAY payment does not reach us by the due date.

Additional Fees and Information

We may deliberately and automatically suspend your access to the Service should you not meet our terms, and charge you an administrative fee of \$5.50 (inc. GST) for late payments.

Invoices are sent via email, and it is your responsibility to keep your contact details current. You have the option of requesting a paper bill via post, which will incur a postage and handling fee of \$2.20 (inc. GST) per month.

You accept any excess charges that may apply for your usage of the Service, in accordance with the terms of your plan.

If you are experiencing Financial Hardship and need assistance to manage your bills or payments, please contact us for assistance. The earlier you contact us, the better as we can provide assistance to prevent your debt becoming unmanageable. Refer to our Financial Hardship Policy for more information.

Special Terms

In some cases we may agree to, or require, special terms for payments.

- Business customers can request special terms (e.g. 30 days for payment) – we reserve the right to reject such requests.
- Customers that have a poor credit history with us may be subjected to special terms at our discretion; for example, we may request 6 months of payment in advance before providing the Service. If we are unable to provide the Service or if you cancel the Service, any unused funds paid in advance are refundable.