NodeOne
Billing Policy

About this policy

This document is our Billing Policy ('policy'). In this billing policy, 'we', 'our' and 'us' are all references to Node1 Pty Ltd, ABN 43 620 671 374 Of 4/97, Hector St, Osborne Park, WA 6017.

This policy is accessible on our website and is distributed to customers and former customers (together, 'customers') and our staff.

Our Chief Executive Officer has approved this policy and is responsible for ensuring its implementation, operation and compliance with any applicable regulations and industry codes. By using any Node1 service ('service') that commenced after 12th April 2023 and/or managed via **https://simple.nodeone.com.au** you agree to comply with the terms of this policy.

For services that commenced prior to 12 April 2023 please refer to the Billing Policy (Legacy Services) at **https://information.nodeone.com.au/documents/information/nodeone_billing_legacy.pdf**.

Billing

Billing begins when the service is ready for use, which will usually be the date the service is activated by the wholesale provider, or installed by our technicians.

Your monthly access fee is billed in advance, and any applicable use 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.

After your first month, you'll pay for your service on the same date each month after the date your service was activated. If your service is activated on a date that doesn't exist in every month (eg. the 29th, 30th or 31st), we will adjust your next invoice date to the next logical date after the monthly anniversary.

For example:

Invoice date	Billed to	Next invoice date
29 January	28 February	1 March
30 January	1 March	2 March
31 January	2 March	3 March
31 May	30 June	1 July

All charges invoiced by us are payable within seven (7) days unless we agree otherwise. If you need an extension, please ask us. In most cases we can 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, and BPAY.

We do not accept cheques.

Accounts with automatic on-file credit card payments 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 second business day of the month. Please make sure sufficient funds are available on that day.

BPAY payments are not instant and may take up to three (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 if you do not meet our terms, as well as 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 accept any excess charges that may apply for your service use, 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 help. The earlier you contact us, the better we will be able to help prevent your debt becoming unmanageable.

Special terms

Refer to our **Financial Hardship Policy** for more information.

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

- business customers can request special terms (EG 30 days for payment) – we reserve the right to reject such requests.
- customers with a poor credit history with us may be subjected to special terms at our discretion; for example, we may request six (6) months' advance payments 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.