

NodeOne

Billing Policy (Legacy Services)



About this policy

This document is our Billing Policy ('policy') for services that commenced prior to 12 April 2023. For services that commenced after 12 April 2023 please refer to the Billing Policy at [<https://information.nodeone.com.au/documents/information/Billing%20Information.pdf>].

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 before 12th April 2023 and/or managed via <https://myaccount.nodeone.com.au> you agree to comply with the terms of this policy.

When a service is activated you are issued with a bill that includes pro rata adjustment charges for the month in which you were activated as well as any applicable installation or activation charges. This bill will be due at the end of the month it has been issued in.

Our monthly bills are issued on approximately the 4th of each month for the following month's usage, and they are due at the end of that same month. For example, on the 4th of May, you will be billed for June, and your bill will be due on May 31st.

Invoices are sent via email, and it is your responsibility to keep your contact details current. We accept bill payments by way of BPAY®, direct debit and credit card. Details of how to make payment via these methods is included on your monthly invoice.

Alternatively, if you'd like to set up direct debit from a credit card or bank account, you can login to your Node1 Internet account and submit a direct debit authorization form. If you would like one emailed or posted to you for completion, please email collections@nodeone.com.au to arrange this. When your account is set up to be paid via direct debit from credit card, your nominated card will be debited on the first business day of the following month. When your account is set up to be paid via direct debit from a bank account, your nominated account will be debited on the first day of the following month.

Any payments received are applied to the oldest invoice. It is your responsibility to ensure that all bills are paid in full by the due date shown on the invoice. If you do not make payment on time, we will follow the following process:

Time frame	Action
Seven days after Invoice Due Date	<ul style="list-style-type: none">• Overdue Notice Issued• Overdue Fees Applied
Seven days after Overdue Notice Issued	<ul style="list-style-type: none">• Service Suspended• Final Letter of Demand Issued
Seven days after Final Letter of Demand Issued	<ul style="list-style-type: none">• Service Disconnected• Overdue Amounts Referred for Debt Collection*

* If any amounts are referred to debt collection, you will also be liable for any collection fees and/or associated court costs. Customers whose service is disconnected will not be able to order further services from Node1 Internet in the future and will have their details reported to a credit reporting body.

If you are having trouble paying your bills, please email us on collections@nodeone.com.au or phone us on 1300 166 331 to discuss the matter and make payment arrangements. If you are experiencing genuine financial hardship, please check out our **Financial Hardship Policy**.