

Billing Policy

Which services does this information apply to?

Any product or service supplied by Hyperwave, including Fixed Wireless Internet and Voice over IP (VoIP).

What do I need to know?

Your invoiced billing charges are sent electronically to the email address you provide on your service application. Paper invoices are NOT available.

Services are billed one month in advance. Monthly payment via Direct Debit is a requirement to access Hyperwave products and services. You must supply valid Direct Debit details (either bank account or preferred Credit Card information) during the signup process. This reduces the administrative burden to us, allowing us to pass lower prices to you. No fees or surcharges apply to monthly Direct Debits processed from Australian bank accounts or VISA / MasterCard. AMEX and Diners Club cards are subject to a surcharge, as detailed on the Direct Debit application form. We may approve variations from time to time for Government, Emergency Services and Not-For-Profit to pay by direct deposit.

If you do not pay by Direct Debit there may be a processing fee of \$5.00 added to your account.

If setup fees apply to your service, these fees may be due and charged prior to your service being delivered.

Your monthly invoice will be issued between the 1st and 5th of the month, with payment being Direct Debited from your nominated method on or around the 14th of the month. This day may vary according to whether the 14th falls on a public holiday, weekend or due to other factors.

Any costs we incur in the process of collecting late, or unpaid payments will be charged to you. If you do not pay your bill we can also suspend or even cancel your service until your bill payment is made. Costs will not be incurred for late or unpaid payments if you can reasonably prove payment was made by you on or by the due date but was not processed by us properly or in time as a result of our own act or omission.

Any payment decline fees will be charged to you for the following:

1. Insufficient funds for Direct Debits
2. Charged back credit card payments

If a payment is declined for any of the above reasons, more than 3 times within 12 months we may suspend or cancel your service. If you upgrade to a different Service plan in the middle of a billing cycle, you will be required to pay the increase in charges at pro-rata. If you downgrade to a different package in the middle of a billing cycle we will credit the amount of overpayment to your next billing invoice. You will pay any new charges when you have upgraded or downgraded your package from the date it was recorded as changed.

Changes or amendments to Direct Debit details can be made by you at any time through our portal. If you would like one of our team to assist you, please contact us more than 7 days prior to your invoice due date.

No fees apply for package changes with a higher spend.

No fees apply for package changes resulting in a lower spend (allowed once per calendar month).

Disputes

If you have a billing or payment dispute, please email accounts@hyperwave.com.au.

Please clearly state your full name, address and contact details along with a detailed description of your issue.

Following assessment of your dispute submission before the due date on your bill, if it is reasonably considered a valid dispute, we will investigate your claim. During the investigation period, the bill, fee or charge in dispute will be suspended until the claim can be reasonably resolved or come to a conclusion. Any amounts that are not in dispute on the same invoice as the disputed amount must be made by the due date.

Suspension

Suspension of your service by us can occur, without liability, based on your default or conduct. Under these circumstances, if your service is reinstated we may charge you a reconnection fee as advised at the time. The reconnection fee must be paid prior to the service being reinstated.

Cancellation

All charges incurred prior to the cancellation of your service must be paid in full.

Any services rendered by us, which were not yet charged prior to cancellation, will be billed to you.

If you sign up for a 12 or 24 month contract, you will be charged a cancellation fee as specified in the relevant Critical Information Summary, if you cancel before the end of that contract.

This is a summary only.

Full terms and conditions can be found in our standard form of agreement, available via our website at

<http://www.hyperwave.com.au/legals>