



harbour isp

Harbour ISP Billing and Payment Terms

INITIAL TERMS OF THE ARRANGEMENT

In terms of the Direct Debit Request (DDR) arrangements made between us and signed by you, we undertake to periodically debit your nominated account for the agreed amount for the provision of internet and/or Voice services as specified in the agreement as modified from time to time. Refer to the Direct Debit Request Service Agreement for further detail.

In terms of account payments by cheque, BPay® or direct deposit, an account keeping fee of \$2.50 per month will apply.

DDR DRAWING ARRANGEMENTS

If any drawing falls due on a non-business day, it will be debited to your account on the next business day following the scheduled drawing date. We will contact you via email to your nominated email address when changes to the initial terms of the arrangement are made. This notice will state any changes to the amount, frequency, next drawing date and any other changes to the initial terms.

CHANGES TO THE DDR ARRANGEMENT

If you want to make changes to the drawing arrangements, contact us on 1300 366 169 or email accounts@harbourisp.com.au. These changes may include deferring the drawing, altering the schedule, stopping an individual debit, suspending the DDR or cancelling the DDR. Thirty days notice in writing is required to cancel or suspend your Harbour ISP plan.

YOUR COMMITMENT TO US

For DDR payments, it is your responsibility to ensure that your nominated account can accept direct debits (your financial institution can confirm this), and that on the drawing date there are sufficient cleared funds in the nominated account, and that you advise us

if the nominated account is transferred or closed. If your drawing is returned or dishonoured by your financial institution because of insufficient funds or incorrect details provided to us, then a \$10 dishonour fee may be charged to your account. This includes updating details of expiry dates for credit card DDR payments.

For all payment methods, a \$10 late payment fee will apply to overdue accounts.

BILLING & PAYMENT TERMS

You will be invoiced each month for any charges, excess data or voice usage, hardware purchased (invoiced on day it is posted) and the calls made in the previous period. Refer to the Critical Information Summary (CIS) of your nominated Harbour ISP plan for standard fees and charges. These amounts will be automatically deducted from your nominated account or credit card on the 10th of each month. You will receive a notification email with your invoice attached each month.

You can visit the Harbour ISP customer portal to manage your account, and view past invoices, at www.customers.harbourisp.com.au .

CREDIT CARD CHARGES

Credit card fee - Visa & Mastercard 2.2% / Amex and Diners 4.4%