

Late payment and Restriction Information Policy



Version 1
August 2023

Summary

Unexpected events can overtake all of us. That is a simple reality, and sometimes the result is making late payments for services.

If you know in advance that you will be making a late payment, we encourage you to set up a payment plan to advise us of the date you will be able to make payment. This procedure will help you to avoid late charges and restrictions to your service.

Arrange a Payment Plan

Arranging a payment plan incurs no additional cost. You can arrange it by calling one of our team on 07 3137 0665 during business hours (8.30am-4.30pm Monday to Friday)

If I miss my payment

SDL will contact you via SMS and by email to advise that we have not received your payment. We'll ask you to arrange a payment plan as soon as feasible.

Late fees for missed payments

Where a Direct Debit Agreement exists, a \$5.50 late payment fee will be charged for each transaction that is declined. In a missed payment situation, we will attempt to debit the payment again within 7 days unless a payment plan has been established.

If a Direct Debit missed payment is not made within 7 days, a late payment fee of \$10.00 will be charged.

For all other payment methods, a late payment fee of \$10.00 will be charged.

Restrictions to services

We will contact you if you miss a payment. (See above.) If we don't hear from you subsequently, and you have not set up a payment plan on your account, SDL will contact you via SMS and by email to advise that we may restrict your service(s) (a restriction notice) no earlier than 5 days following the date of that restriction notice. While we are ready to assist, you must also be willing to attend to payment of any overdue amounts.

Payment Plan

You can set up and use a payment plan:

- to reschedule the date your payment will be debited from your credit card or bank account;
- spread payments over multiple (more frequent) smaller amounts.

A payment plan must be completed within the current billing period.

Missing any payments in an arranged plan will trigger an automatic restriction warning. Missing a second payment in any payment plan puts your services at risk of being restricted.

If my service is restricted

You will need to contact us to arrange payment of overdue amounts during any period of service restriction. If you are experiencing financial hardship, you may qualify for additional support.

The following service restrictions will be applied to your account until payment is made.

- NBN/Opticomm – your broadband service slowed to 1Mbps/1Mbps
- VoIP – all plans limited to calling emergency services and SDL Technology only
- Mobile phone services restricted to emergency calls to 000 only
- Fixed phone services restricted to emergency calls to 000 only

Additional information to note

- Restricted services are NOT entitled to compensation.
- Your normal plan price continues while your service is restricted.
- Continued non-payment may lead to service termination, and debt collection process set in motion.
- Termination of service may cause loss of specific phone number (mobile and/or VoIP).
- Consideration for financial hardship assistance may be requested by calling SDL Technology on 07 3137 0665.

Notice

If you wish to notify us in writing about anything relating to this *agreement*, you should:

- Write to: SDL Technology, 785 Stanley Street, Woolloongabba, QLD 4102

or

- email accounts@sdltechnology.com.au