

Administration Charge for Investigating Internet Usage Policy

1. Disputes TransACT will assist you in accordance with the banking industry's direct debit claims process if you dispute any payment amount drawn on your nominated account by TransACT or your financial institution. TransACT will endeavour to resolve this matter within agreed timeframes.

2. Billing and other disputes

2.1. Process for disputing an invoice

You may dispute an amount invoiced by TransACT or its billing and/or collection agent, but only if you do so in accordance with this clause¹².

2.2. Requirements for commencing dispute procedure

You may dispute an amount invoiced by TransACT or its billing and/or collection agent, by providing TransACT with a request to review or investigate specific internet usage times or an invoice generally, provided that:

- (a) Such request is made within 12 months of the date of the relevant invoice;
- (b) Your request is accompanied by specific evidence that demonstrates that a particular usage Charge or an invoice is incorrect.
- (c) If you are disputing specific Usage Charges, you have paid, in accordance with these Standard Terms and Conditions, any undisputed portion of the invoice in which those Line Charges or Call Charges are specified.

2.3. Investigation by TransACT

If you make a request under clause 12.2, then TransACT will investigate the details provided by you to the extent that is reasonably necessary, and notify you of the outcome of that investigation. If the investigation confirms that the amount specified in the relevant invoice is correct, then you must pay any outstanding amount on that invoice within 5 Business Days of being so notified.

2.4. Claims, proceedings

You may only make a claim or commence proceedings alleging that any Usage Charge or invoice is incorrect, or that you are entitled to a refund of an overpayment, if you do so within 12 months of the date of the relevant invoice, or the overpayment, as the case may be.

2.5. Invoices valid

You agree that, except to the extent that you raise a billing dispute with respect to a particular invoice in accordance with this clause 12, each invoice issued by TransACT or its billing and/or collection agent is valid and payable. If an invoice is not disputed by you in accordance with this clause 12, and you fail to pay that invoice in accordance with these Standard Terms and Conditions, then TransACT is entitled to treat such non-payment as a breach of this Standard Agreement.

2.6. Other disputes

In respect of disputes, other than those that relate to invoices, you may complain in writing or orally by calling a customer service representative of TransACT. TransACT will process, investigate and action such complaint in accordance with its complaints procedure (a copy of which will be provided to you if you request it) from time to time. If your complaint is not resolved by TransACT to your satisfaction, you may refer it to the independent Telecommunications Industry Ombudsman or the Authority.



2.7. Requests for past bills

If you request copies of bills prior to the most recent bill provide to you, you must pay a fee of \$2.00 for each bill requested. TransACT will not apply this fee if the request relates to a genuine billing dispute and you are able to demonstrate that you have been overcharged.

2.8. Requests for high volume or complex information or for itemisation beyond what is normally provided in bills If you request information that in TransACT opinion is significantly higher in volume or complexity than usual information requests, that would involve greater effort, jeopardise the standard of service TransACT could provide to other customers, involve extensive collection and collation by NC, involve itemisation beyond that normally provided, or involve enhanced billing or usage analysis, you must pay a fee of \$150.00. TransACT will not apply this fee if the request relates to a genuine billing dispute and you are able to demonstrate that you have been overcharged.