

## Billing, Payment Information & Spend Management Tools

You can find a summary of Tekworx's billing and payments process here, including information on customer Bill formats, Bill delivery methods, Charges, Billing options, Billing period and Bill payment methods. You can also find a summary of Arrows Spend Management Tools which are designed to help and assist you to better manage your usage and invoice costs.

**Bill Formats:** Tekworx's monthly Post-Paid invoices are broken into three sections:

### Section 1

The first page of an invoice show your company name, main contact, billing address, the current bill amount, your last received payment amount and the outstanding (overdue) amounts if applicable. It includes your account number, invoice date and payment due date and a high level summary of charges billed in the invoice, and the various methods of how you can pay your invoice.

Page two of the invoice shows your payment history, a 6 month summary of changes.

### Section 2

This is a high level summary of all of your services and what each service type has been billed this month. It is broken down into summary of cost centre and summary by charge type.

### Section 3

Is called a detailed service summary and is a detailed breakdown of all services and their monthly charges along with a detailed breakdown of call charges.

**Bill Delivery:** All monthly Post-Paid invoices will be emailed to a customer nominated email address and hard copy Paper Invoices can also be sent for a fee.

**Billing Options:** All Tekworx accounts are billed monthly, the issue date is the 1st of each month. (or the next Working Day)

**Billing Period:** Monthly charges are calculated in advance from the 1st<sup>th</sup> to the last day of every month. Note that some calls near the end of the billing cycle may bill into the next monthly Post-Paid invoice. Tekworx can back bill all charges up to 160 days.

### Payment Terms:

- Payment terms are 14 days including Direct Debit customers.
- Customer can pay invoices manually before direct debit day.
- Credit card surcharges are applicable:
  - 1% fee for using MasterCard, Visa and Bankcard.
  - 3% fee for using American Express

### Payment Types:

- Mail your payment: detach the payment slip from your invoice and return it with your cheque or money order to:

Tekworx Telecommunications  
3/79 High Street  
Belmont Vic 3216

- Pay by phone: Call 1300 730 341 to pay amounts less than \$10,000 using your Visa, Mastercard, Diners or American Express (fees apply)
- Direct Debit: Your bill will be paid automatically each month from a nominated bank account or credit card.
- Electronic Fund Transfer:
  - Commonwealth Bank of Australia
  - BSB - 063 504
  - Account Number – 1031 8492
  - Account Payment Reference: your tekworx invoice number.

## Spend Management Tools

### Voice Products - Call barring

An Tekworx customer may restrict use of a voice service using call barring. Tekworx can instigate call barring functions at your request, or you can manage barring by using your own PABX or IP PBX system. If you have an Tekworx PABX or IP PBX system you can contact us to manage this for you. This might be a permanent bar on all services (excluding local calls), or it may be a temporary bar on certain call types (eg. international, national or calls to 1900 numbers).

### Monitor Your Usage:

You can monitor your account usage using the tekworx support portal using the username and password issued when your account was created. <https://tekworx.com.au/support/>  
Alternatively you can contact our customer service team on 1300 730 341 directly to check you account usage detail.

### Usage Notifications:

For each Tekworx Mobile and Data Customer who have a mobile or data service with us Tekworx provide an electronic notification no later than 48 hours after the you have reached the following point each month:

- a) **50%** of the expenditure and/or the data allowance which forms part of the included value in their plan.
- b) **85%** of the expenditure and/or the data allowance which forms part of the included value in their plan.
- c) **100%** of the expenditure and/or the data allowance which forms part of the included value in their plan.