

# Billing Charges & Additional Fees



## Billing Fees

There are several ways you can pay your bill.

The best method is through a Direct Debit payment, as there are no additional charges for this method. Unfortunately, other payments have fees attached to them that we have to pass on. Transactional fees are added to the next period's bill.

The fees are derived through a percentage of your bill. For example, a \$100 bill paid by Visa, would have a 2% fee (\$2) added to the next bill.

## Billing Medium

Electronic or Post.

In an effort to reduce paper wastage and be environmentally conscious, our bills are sent to you by email by default. If you wish to receive a paper bill, this can be arranged by contacting us.

Posted bills incur a fee of \$3 per bill sent, and are added to the next period's bill.

## Payment Failure Fees

Sometimes life gets complicated.

When payment attempts fail or get declined, there are fees that must apply.

If you are experiencing hardship, it is recommended you give us a call before the bill is due. In some circumstances, we may be able to offer fee relief.

## Overdue Fees

Payment not being made by the due date.

If payment is not made by the due date, a bill immediately becomes overdue.

This means, if your payment is declined, rejected, or not made, these overdue fees will apply to your next bill.

Any further additional fees to do with your service can be found in the Critical Information Summary of your contract.

 1300 765 707

 [support@essential2connect.com](mailto:support@essential2connect.com)

 [www.essential2connect.com](http://www.essential2connect.com)

  
PHONE & DATA

Billing Fees	
Payment Method	Fee (%)
Direct Debit (Bank Account)	FREE
By Phone (Credit Card)	2%
Mastercard	2%
Visa	2%
American Express	2%
Diner's Card	3.5%
Cheque	3.5%
Bank Payment Processing (Non Direct Debit)	3%

Billing Medium Fees	
Medium	Fee
Email Bill	FREE
Postage Bill	\$3

Payment Failure Fees	
Payment Method Declined	Fee
Declined/Rejected Bank Account Direct Debit	\$5
Declined Credit Card Transactions	\$5
Dishonoured Cheque	\$20

Overdue Fees	
Fee Type	Fee
Overdue Administration Fee	\$5
Overdue Payment Charge	3.5%