



EMPOWERING CONNECTIVITY

## **City Cable Australia Billing Policy**

**Company ACN: 609 005 772**

**Effective from 1 January 2023**

### **Fee**

An initial fee will be charge upon your Application. Any additional fees that applied to your Application will be informed by our team via email and/or call. In the case where we are unable to provide you the Service, the Service and Equipment fees will be refund. Administration fee is non-refundable. If we failed to get in touch with you after several attempts, we will cancel your Application.

### **Invoice Schedule**

City Cable Australia will charge your Service on monthly bases, unless otherwise stated. If the monthly fee payment is declined, a reminder email will be sent to you. You will be given 7 days to update your payment with us by replying to our email or messages.

### **Payment Methods**

The monthly service fee will be direct debit through the payment details you provided during your Application. If you want to change your payment method, you are requiring contacting us via email or telephone 5 working days prior to next billing cycle. 1% surcharge will be incurred for each Amex payment.

### **Consequence of late payment**

Your service will be suspended, and a service reconnection fee may be applied.

Your service will be cancelled, and a service reconnection fee may be applied.

A \$9.90 dishonour fee is applicable to direct debits that declined by your financial institution.

### **[Direct Debit Agreement](#)**

### **[Direct Debit Form](#)**