

## **City Cable Australia Billing Policy**

**Company ACN: 609 005 772**

**Effective from October 2025**

### **Fee**

An initial fee will be charged upon your Application. Any additional fees that apply to your Application will be informed by our team via email and/or call. In the event that we are unable to provide you the Service, the service and equipment fees will be refunded. 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 for the service on a monthly basis, unless otherwise stated. The service will be billed monthly, with payment due on the 1st of each month. An invoice will be issued 15 days prior to the payment due date.

For direct debit payment, payment will be automatically processed from your nominated card or bank account on the due date. In the event that a monthly payment is declined, a reminder email will be sent, and you will have 7 days to update your payment details by replying to our email or calls. A dishonour fee of \$9.90 will be applied in the next bill.

For EFT payments, payment is due on the 1st of each month. A late payment fee of \$9.90 will be applied to the next invoice for any overdue payments.

### **Payment Methods**

#### **Direct Debit Authorisation**

By completing the online sign-up process, you authorise payment via direct debit. The card details provided at the time of sign-up will be used for ongoing monthly direct debit payment. For bank account direct debit, please contact us to update your bank account details.

#### **Amex Payment**

Amex payment will incur 1% surcharge per transaction.

#### **Alternative method**

If you require any alternative payment method or payment plan, please contact us for discussion.

### **Consequence of Late Payment**

Invoice overdue by 7 days may result in service suspension, and a suspension notice will be issued.

Invoice overdue by 14 days may result in service disconnection, and a disconnection notice will be issued.

A dishonour fee of \$9.90 will apply in the next bill if a payment is declined by your financial institution.

A late payment fee of \$9.90 will apply in the next bill for any overdue invoice.

### **Refund Policy**

In the event that we are unable to provide you the Service, the service and equipment fees will be refund unless otherwise agreed.

Customers may terminate their service by providing at least 30 days' written notice. Notice can be submitted via email or mail.

Customers are required to pay up to the end of the notice period.

Any fees paid in advance for service beyond the notice period will be refunded.

Any approved refunds will be processed within 7 business days of approval.

[Direct Debit Agreement](#)

[Direct Debit Form](#)