

We will email you invoices for our charges. Each bill will tell you the month the billing relates to and the due date for payment. You must pay the bill by that date. To set up easy, automatic payments, please complete our Direct Debit Authority Form from our website and email it to billing@freedominternet.co.nz.

Commercial Internet payments are due by the 20th of the current month and Fixed Fee Internet payments are due by the 31st of the current month. Let us know before the due date for payment if you think there is a mistake in your bill. We will investigate the matter straight away.

If there is a mistake, we will adjust your next bill or, if appropriate provide a refund. Please do not off-set or deduct any amounts until we resolve the query.

If there is no mistake, and if the due date for payment has already passed, you must pay the amount outstanding straight away or as otherwise agreed with us. If you do not pay a bill by the due date for payment:

- You may incur a late payment fee of \$25 or 15% of the invoice amount (whichever is the higher of the two amounts).
- You may be required to pay any reasonable costs that are incurred by anyone (including agents) in recovering the money you owe or in exercising any other rights, including commissions and legal costs on a solicitor and client basis.
- Provided we have followed our standard debt collection process and you still have not paid your outstanding balance we may withhold, suspend or restrict any service we provide for you. We will always do our best to contact you before doing this and will give you at least five business days' notice if we are going to disconnect your services for non-payment.

Our right to suspend or restrict service

If you do not pay our charges or meet any responsibilities you have to us, we may suspend or restrict any service at any time. We will always do our best to contact you before doing this (and as noted above, will give you at least five business days' notice if we are going to disconnect your services for

non-payment). In most cases, if you have not met a responsibility you have to us (for example, where you did not pay your bill by the due date) normal charges continue to apply during the suspension or restriction of any service. However, if following a suspension or restriction of any service we permanently disconnect that service, you will only be responsible for the charges incurred up to the date of the suspension or restriction.

Where we suspend or terminate a service for non-payment, we may require you to pay a reconnection charge before you can use it again. Your account will also need to be paid in full or you will have to negotiate a repayment plan with us.

Where we permanently disconnect your services you will remain liable for all charges incurred up to the date of a withholding, suspension or restriction of your services. Where such disconnection is before the end of a minimum term contract an early termination fee will also apply.

Our right to stop providing any service

We may also suspend, restrict or terminate any service in other circumstances if we think it reasonable or necessary (by way of example only, to protect our network from attacks, for maintenance or repairs, or interruptions to the availability of the network). We will always do our best to contact you before doing this but may not be able to do so in all circumstances. Please call us on NZ +64 9 281 2970 to request removal of a suspension or restriction.