

# Credit Control Policy

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Astron's invoices are issued within 10 working days each month and due 14 days after the issue date as stated on your invoice.

It is your obligation to pay your Astron invoice by the due date to avoid a late payment fee as agreed in our Terms and Conditions.

A Reminder letter will be sent to overdue accounts after the invoice due date. The due date on the Reminder letter is usually 7 days after the Reminder letter issue date.

A Final Reminder letter will be sent to outstanding accounts if they remain unpaid after the Reminder letter due date. The due date on the Final Reminder letter is again 7 days after the Final Reminder letter issue date.

Credit Control officers will call and follow up on outstanding accounts after the Final Reminder letter due date.

Depending on a customer's individual situation, and subject to our discretion, we may accept part payment which will be applied against the oldest debt on the outstanding account.

A Final Payment Notice will be sent to the customer's last known postal address if the account still remains outstanding after the above actions.

Follow up calls will be conducted by our Credit Control officers.

With reference to your account history, we shall give you at least 5 working days' notice prior to suspension or restriction of your service(s) with Astron unless we assess that your account status represents an unacceptable high risk to us as per the Telecommunication Consumer Protection Code. The notice will include the earliest date this will occur and the issue date. Any on-going or additional charges will still apply whilst your service(s) is restricted or suspended.

A written disconnection notice will be sent to you prior to disconnecting your service(s) if your account still remains outstanding after we have exhausted all debt chasing actions. Your telephone number may no longer be available after the disconnection. You may be default listed with a Credit Reporting Agency and your debt may be passed to a collection agency.

Please note:

Astron may send out interim invoice to you (e.g. due to high usage) as per our Terms for payment but there is no guarantee this will occur.

You should contact customer service on 1300 72 42 72 during office hours to dispute any invoice charge(s) within 14 days after receipt of your monthly invoice. Astron will endeavour to clarify or resolve your dispute as soon as possible.

Debt collection action will not be taken in relation to any specified disputed amount.

Please contact us on 1300 72 42 72 during office hours if you have difficulties in paying your Astron's invoices on time as we may be able to assist you under our Financial Hardship Policy.

For further information, please visit our website at [www.astron.net.au](http://www.astron.net.au)

