

Billing and Payments Information

Billing and Payments

Countrytell issues monthly invoices by default which are due for payment within 14 business days of being issued. For customers paying by credit card your card will be debited within this period. We accept payment by Visa and Mastercard. We also accept BPAY where you have an established credit history with us. For large business customers we also provide direct credit facilities.

Billing and Payment Terms

- Countrytell billing is all online and we will email you a bill each month, either for payment in advance (for the month to come) or in arrears (for the month just passed) depending on the service you have chosen.
- Billing occurs at the start of each month and is due for payment within 14 business days of being issued
- You can access your Countrytell account through the Countrytell portal, which records your bills, fees and charges.
- All payment including part payments are applied to the oldest bill first
- If you do not pay your bill by the due date we will contact you as per our Credit Management Policy available at www.countrytell.com.au/legal
- Customers who experience difficulties paying their bills can access our Financial Hardship Policy available at www.countrytell.com.au/legal

Spend Management

For call-based products like SIP, customers have an initial call spend limit of \$20 per day. Should you exceed this call spend, your account will be suspended, outbound call restrictions applied, and we will contact you. You can then choose to have this spend limit increased or decreased. In the case of it being increased you must have a stable credit history with us.

Other relevant information available at www.countrytell.com.au/legal

- Privacy Policy