

Important Billing Processes and Information

The bill cycle or anniversary date is determined by the sign-up date or join date of the account. We bill throughout the month – Day 1 to 31.

If a service is connected on Day 31, it will be invoiced again on the last day of the following month.

Customers receive an invoice on the night of sign-up for any products they may have signed up for. Once each of their services are activated, they will receive a pro-rated credit from the Join Date to the Activation Date. This will show on the invoice as 'Credit whilst pending'.

All services that are added to the MATE billing system that already have active services within the billing period will be charged on a pro-rated basis.

Standard policy is that we do not refund pro rata credit, and the amount will remain as credit. If a customer complains about this credit, we can offer a refund.

Page 1 of the Invoice

1. Invoice or Issue Date which coincides with the Bill Cycle of the account;
2. Due Date of the invoice which is the date we automatically process payment for the invoice with the default Credit Card (CC) on the account;
3. MATE Code
4. Customer Name and Billing Address;
5. Tax Invoice Number
6. Opening Balance: which can be a credit or any overdue amount from the previous invoice;
7. What you paid us: if the customer paid anything in the previous month;
8. 'This invoice' which is the total of this invoice and 'Total due on DATE' which could be an accumulation of multiple invoices.
9. Price of the previous 3 months of invoices as required by law.
10. A lot of customers don't make it past this page, direct them to do so as all of the answers are there!

g'day mate, nice to see you. I love our monthly catch-ups, see you next month!

Ph: 13 14 13
Mon - Sat / 8:30am to 7:00pm
support@letsbemates.com.au
www.letsbemates.com.au
ABN: 35 165 670 413

OUR MATE
Paul Spowart
16 EDGECOMBE AV
WAHROONGA NSW 2076

Tax Invoice mate.
MATE CODE # 00703852
tax invoice: #05269035
issue date: 2022-01-11
due date: 2022-01-25

your last 3 invoices:

Oct	Nov	Dec
\$89	\$79	\$119

opening balance: \$115.67
what you paid us: \$115.67 CR
this invoice: \$155.77 (Includes GST of \$14.16)

Total due on 2022-01-25: \$155.77

The Total Due will be automatically Direct Debited from your account on: 2022-01-25.

About our fees and charges associated to paying your account:

- No surcharge for payments made via VISA or MASTERCARD
- 2.85% surcharge for payments made via AMEX
- A late payment fee of \$22 may apply for overdue accounts

Financial Hardship: Should you be unable to make your payment on time, please call us on 13 14 13 to discuss payment arrangements.

refer a mate and get \$50 off on your next bill*
*Conditions apply

Mate Communicate Pty Ltd

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Your Previous Balance **\$115.67**

Items for service: 442566		
2022-01-10	soul mates nbn Home Fast mobile bundle (10/01 - 10/02), 442566	69.00
2021-12-11	soul mates nbn Home Fast mobile bundle, (11/12 - 10/01), 442566	66.77
2021-12-11	Plan Change Credit, (11/12 - 10/01), 442566	-76.45
Sub-total: \$59.32		
Items for account:		
2021-12-29	Payment received, thank you, ref: 209791	-39.22
Items for service: 0491099971		
2022-01-10	good mates 10GB (10/01 - 10/02), 0491099971	20.00

This Invoice	\$155.77
Total Due	\$155.77

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1. Any Charges/Credits are added to the invoice as required.
2. Pro-rata Charges or Credits (Which are simply partial charges/credits for a month to align their service with their bill cycle);
3. Charges for each services include the below dates:

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Financial hardship information directing to payment assistance policy and contact line.

Mate Communicate Pty Ltd

mate.

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support@letsbemates.com.au
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Financial Hardship

Having trouble paying your bill? We are here to help.

You can obtain information on options such as payment plans and reducing your monthly spend by:

- Reading our payment assistance policy at: <https://www.letsbemates.com.au/mate/payment-assistance/>
- Emailing us at: hardship@letsbemates.com.au
- Calling us at: 0283570513

We will endeavour to support you throughout the ups and downs that life brings.

This guide is designed to help Independent Business Owners (IBOs) understand customer invoices, especially when pro-rata adjustments occur. These adjustments may result from adding services, cancelling services, or making plan changes. Below is a summary of key scenarios to help you explain invoice changes to customers.

1. Adding a Service

When a new service is connected within the billing period, but after the start date, pro-rata charges apply.

Scenario A: Service connected before the invoice is collected:

- Pro-rata Adjustment: Customer is charged for a full month of the new service.
- A credit is applied for the days between the bill cycle start date and the connect date.
- Result: The current invoice reflects the credit, and the full month charge appears on the next invoice (causing a double charge for that period).
- Explanation: This happens because our billing system only collects charges once they appear on an invoice.

Scenario B: Service connected after the invoice is collected:

- Pro-rata Adjustment: The charge covers the period between the connect date and the current billing period end.
- Next Invoice: The customer's next bill will include the regular month in advance plus any pro-rata charges from the previous billing period.

2. Cancelling a Service

When services are cancelled within the billing period, a pro-rata credit applies.

Scenario A: Cancellation before the invoice is collected:

- Pro-rata Credit: The credit is based on the remaining days in the billing period (Disconnection Date to Bill Cycle Date).
- Invoice Adjustment: The current invoice amount will be reduced by this credit.

Scenario B: Cancellation after the invoice is collected:

- Pro-rata Credit: Same calculation (Disconnection Date to Bill Cycle Date).
- Handling Credits: The credit will remain on the account and apply to future invoices if other services are active.
- If no services remain, the credit will stay on the account unless the customer requests a refund. Refunds can be offered as a goodwill gesture.

3. Plan Changes

If a customer upgrades or downgrades their plan, a single pro-rata adjustment line will appear on the invoice.

Scenario A: Customer downgrades their plan:

- Credit: The difference between the pro-rated credit of the original plan and the pro-rated charge of the new plan.
- Impact: This credit is applied to any outstanding balance at the time of the plan change.

Scenario B: Customer upgrades their plan:

- Charge: The difference between the pro-rated credit of the old plan and the pro-rated charge of the new plan.
- Impact: This charge will appear on the next invoice.
- No Pro-Rata Adjustment: If the plan change is made on the bill cycle date, no adjustments are needed since the change aligns with the billing period.