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|  UNITI | MAIN HEADING: | Customer Service Agreement – Finance | |
| | SUBJECT: | Finance – Customer Accounts - Billing | |
| | POL 01 | Billing Policy | |
| DATED: 14/8/2019 | | REVIEW DATE: 30/6/2020 | VERSION 2 |

BILLING POLICY

Introduction

At Uniti Group Limited (**Uniti**), we aim to provide access to strong and consistent broadband internet to every member of the Australian population we can reach. To achieve this, when we provide services to customers, we must have in place, and both we and our customers must comply with a billing policy. This Billing Policy describes how Uniti will render accounts to customers and how customers must pay for services, and what will happen if this Billing Policy is not complied with.

This Billing Policy forms part of Uniti’s Customer Service Agreement. Upon acceptance of Your Application for Services, You are bound by Uniti’s CSA and this Billing Policy which forms part of the CSA.

Service Invoice Billing & Payments

All Service upfront costs and monthly charges are set out under Plans on Uniti’s website at: <http://www.unitiwireless.com>

The upfront costs and monthly charges for Your Service will vary depending on the plan You choose, including the contract terms and features such as data allowance and service speed.

The terms and conditions of any special offer will override any relevant terms and conditions, costs and charges for the duration of the special offer.

Uniti will send you an invoice for Your Service as set out in the relevant Service Description and also in the CIS for Your Service.

You acknowledge that all invoices which Uniti issues to You are calculated by Uniti based on data, including Your Application for Services, which Uniti receives and records, in connection to Your Service.

The invoice for Your Service may include the following:


1. monthly recurring charges for providing Your Service;
2. upfront costs and charges for installation and activation of Your Service;
3. costs and charges for equipment you purchase from Uniti;
4. additional costs or charges described in the plan for Your Service and in the CIS for Your Service

The invoice for Your Service will be sent to You electronically by email to the email address you provide on your Service Application.

The invoice for Your Service will contain details about how You can make payment.

You must pay all invoices for Your Service by the date stated on each invoice for Your Service.

You must provide Uniti with 14 days prior notice in writing if you change your credit card details or any other details regarding invoicing for Your Service.

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You must pay all invoices by the date stated in the invoice for Your Service, except where an invoice for Your Service is under investigation in accordance with the CSA and the Disputes section below.

Uniti will invoice You for Your Service monthly in advance.

Uniti will provide You with prior written notice of any variation to the billing cycle for Your Service.

Uniti may provide You with interim invoices when: You change the Plan for Your Service, You request an additional service be added to Your Service, You relocate to another premises and you move Your Service with You or You request to be billed for any future or yet to be billed charges.

Uniti endeavour to include all charges from a billing cycle on the related invoice. From time to time this may not occur and in that case Uniti will include previous charges on a current billing invoice.

In accordance with telecommunications law, Uniti will not include previous charges on invoices if the charges relate to services provided more than 150 days prior to the date on which the invoice for those services is created and issued to You.

If a billing error occurs Uniti may correct the error and reissue the invoice to You. If a billing error has occurred then You are not required to pay the amount due on the invoice which contains the error, but You are required to pay the amount on the invoice which is issued once the error is corrected.

If You overpay an amount due on the invoice issued for Your Service, Uniti will not return that overpayment to you, but Uniti will credit the account for Your Service. If you have a credit remaining on the account for Your Service and You have ceased to receive Your Service then Uniti will, after deducting any amount owing in relation to any outstanding costs or charges, Uniti will refund the remaining credited amount to You.


You agree to supply Uniti with valid and current billing information, particularly all necessary details to enable Uniti debit Your credit card with amounts due for Your Services.

You also grant us all necessary authority to direct debit your nominated credit card in order to pay the amount due on any invoice for Your Service.

Your credit card will be debited on the rollover/activation date of your billing invoice, unless you have paid your invoice by another means prior to the billing invoice due date.

Paying by some credit cards may attract a fee, which may vary depending on which card or banking institution you use. If a fee applies to the credit card You use to pay the invoice for Your Service, then Uniti will add this fee to the invoice for Your Service, and You will pay that fee.

If You do not pay an invoice by the date on which the invoice is due to be paid, then Uniti may employ methods, including a debt collection agency or direct action through a court or tribunal, to collect the amount owing on that invoice from You. If Uniti incurs costs in doing so, then Uniti will add all such costs to the invoice for Your Services, and You will pay those costs.

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If You do not pay an invoice by the date on which the invoice is due to be paid, then, in addition to endeavouring to obtain payment from You, Uniti may suspend or cancel Your Service, until your bill payment is made.

In the event that Uniti suspends or cancels Your Service due to non-payment of any invoice, then costs or charges may be applicable for Uniti to re-activate or re-connect Your Service. If Uniti incurs costs in doing so, then Uniti will add all such costs to the invoice for Your Services, and You will pay those costs.

If You can demonstrate that payment was made by the date on which the invoice was due to be paid, but was not processed properly, or in time, including as a result of Uniti's own act or omission then Uniti will not impose costs for late or unpaid payments.

If Uniti incurs any fees, costs or charges, in relation to payment on Your credit card being declined or delayed, for reasons including insufficient funds or cancelled accounts, then Uniti add all such costs to the invoice for Your Services, and You will pay those costs. If a payment in relation to Your Service is declined for any of the above reasons, more than three times within any twelve month period Uniti may suspend or cancel Your Service.

Changes to Your Service

You may upgrade Your Service to a different plan at any time during the term of the contract for Your Service. If You upgrade Your Service then, from the date on which Your Service changes to the new upgraded configuration, You will be required to pay the increase in charges at pro-rata.

You downgrade Your Service to a different plan only at the end of the contract for Your Services, and not during the term of the contract for Your Service.


If You insist that You must downgrade Your Service during the term of the contract for Your Service, then Uniti may charge You a Cancellation Fee in relation to the contract for Your Service that you have decided to change, and from the date on which Your Service changes to the new downgraded configuration, You will be required to pay the decrease in charges at pro-rata.

If You have signed up the contract for Your Services on a promotion that requires that you stay on the same plan for a period of time, then, at any time during the term of the contract for Your Service, You may upgrade Your Service, but if You wish to downgrade Your Service Uniti may charge a Cancellation Fee in relation to the contract for Your Service that you have decided to change.

If You decide to cancel Your Services entirely Uniti may charge a Cancellation Fee in relation to the contract for Your Service that you have decided to change.

When You upgrade or downgrade Your Service, You will be required to pay any new charges for Your Service from the date on which Your Service changes to the new upgraded or downgraded configuration.

Disputes

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If You have an issue or a dispute with Uniti in relation to billing or payment, please tell Uniti all about the matter and we'll will try and find a remedy. In the first instance please email support@unitiwireless.com. Please provide Uniti with your full name, address and contact details along with a description of the issue or dispute you wish to raise. Uniti will investigate the issue you raise to see if we can find a remedy.

During the period in which the matter is under investigation, Your obligation to pay the invoice issued in relation to the matter at issue will be suspended, until the matter can be resolved or has come to a reasonable conclusion. You must still pay by the due date any amount on the same invoice that is not in dispute. Once the matter is resolved You will be required to pay the invoice issued in relation to the matter, less any compensation determined by Uniti in relation to the matter, if any is determined.

If, during the period in which the dispute is under investigation, Uniti continue to provide You with Your Service, then Uniti will continue to invoice You for Your Service and You must pay those invoices.

Uniti will not place Your Service on hold during faults, but once the cause of the fault is resolved and the cause known, Uniti will consider the matter and may, if the fault was caused by Unit's negligence or fault, provide some compensation by way of credit on the account for Your Service.

Suspension & Cancellation of Your Service

Uniti may suspend, or cancel, Your Service, without liability to Uniti, in the event of default by You of Your obligations to pay any invoice due, or any other breach of this Billing Policy or by any conduct by You in breach of Uniti's Customer Service Agreement.

Any suspension or cancellation will actually occur thirty (30) days after the date due for payment of any invoice. In order to provide You with due opportunity to resolve any outstanding matter Uniti will not give effect to any suspensions or cancellation on weekends or outside of business hours.

If Uniti has suspended or cancelled Your Service, and the circumstances on which Uniti acted to suspend or cancel Your Service have been resolved to Uniti's not unreasonable satisfaction, then Uniti may reinstate or reconnect Your Service. If Uniti incurs any costs in doing so, then Uniti will add all such costs to the invoice for Your Services, and You will pay those costs.

Uniti may require that all costs incurred in relation to any suspension or cancellation, and any subsequent reinstatement or reconnection, be paid in full prior to Your Service being reinstated or reconnected.

Uniti will invoice Your for any services rendered by Uniti, which were not yet charged prior to suspension or cancellation of Your Service, and you will pay the invoice for those services.

If you sign up for a 12, 24 or 36 month service contract for Your Service, and if Uniti suspends or cancels Your Service for cause, or if you cancel before the end of that contract, then Uniti may charge you a Cancellation Fee as specified in the Customer Service Agreement and the CIS for Your Service.