

Cooee Mobile – Billing & Payments Policy (2025)

Effective Date: 29 August 2025

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1. Introduction

Cooee Mobile is committed to providing simple, transparent, and fair billing practices. This Billing & Payments Policy explains how we issue bills, payment options available to customers, our payment terms, grace periods, late payment processes, and customer rights. This policy complies with the Telecommunications Consumer Protections (TCP) Code C628:2019, ACMA regulations, and the Australian Consumer Law.

2. Billing Cycle

- Cooee Mobile operates on a month-to-month, no lock-in contract basis.
- Services are billed in advance of the billing period.
- Bills are issued electronically to the customer's nominated email address, unless otherwise agreed.
- Customers are responsible for ensuring their contact details are up to date to receive bills.

3. Payment Methods

Customers may pay their bill using the following methods:

- Direct debit from a nominated bank account or credit/debit card.
- BPAY (using biller code and reference number provided on invoice).
- Credit/debit card payments via the Cooee Mobile customer portal.
- Other methods as notified from time to time on our website.

4. Payment Terms and Grace Period

- Payment is due on the due date specified on the bill.
- Cooee Mobile provides a 7-day grace period after the due date before late fees or service restrictions may apply.
- Customers who anticipate difficulty paying should contact us immediately to discuss options under our Financial Hardship Policy.

5. Late Payment and Non-Payment

- If payment is not received within the 7-day grace period, services may be restricted or suspended.
- Customers will be notified before restriction or suspension occurs.
- A reasonable late fee may be applied, which will be disclosed on the bill.

- If non-payment continues, services may be disconnected in accordance with the TCP Code, unless a financial hardship arrangement is in place.

6. Refunds and Billing Disputes

- Customers who believe their bill is incorrect should contact us immediately.
- Disputed amounts will not be pursued for collection while under investigation.
- If an error is identified, adjustments or refunds will be applied promptly.
- Refunds are processed to the original payment method unless otherwise agreed.

7. Billing Transparency

- All bills clearly itemise plan charges, inclusions, and any additional charges.
- There are no hidden fees. Any applicable fees are clearly disclosed prior to purchase and on the bill.
- Customers receive usage alerts to help manage spend (see Usage & Spend Management Policy).

8. Protecting Vulnerable Customers

- Customers experiencing financial hardship, family or domestic violence, or other vulnerabilities are encouraged to review our Financial Hardship Policy.
- We will provide extra care and support to ensure fair treatment.

9. Complaints and Escalation

- Customers dissatisfied with billing or payments may lodge a complaint under our Complaints Handling Policy.
- If unresolved, customers may escalate the matter to the Telecommunications Industry Ombudsman (TIO).

10. Staff Training

- All staff involved in billing and customer service are trained annually on this policy, billing transparency requirements, and procedures for handling billing disputes.

