

BIGFISH
TECHNOLOGY

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25 Chapman St
Blackburn North
VIC 3130
1300 784 889
bigfish.com.au

Bigfish Technology

Payment Terms

Thank you for choosing Bigfish Technology. We work hard to keep your Technology running smoothly and are always here to help. The below information provides details about Bigfish Technology invoice and credit terms. If there is ever anything that we can do to help, please let us know.

1. Issuing of Invoices & Payment Methods

Invoices are sent periodically as required via email, if you would like to change the delivery email address please contact us. All invoices have an invoice number that starts with BT eg. BT528101. Invoices can be paid using our online payment gateway via the green button contained in the email you receive with your invoice. Wherever possible please use this "Pay Invoice" option to pay your invoice.

Invoice payment options available are:

1. Direct Debit (from an Australian Bank account)
2. Visa and MasterCard (A 1.1% processing fee applies to Visa and MasterCard transactions**)
3. American Express (A 3.33% processing fee applies to American Express transactions)

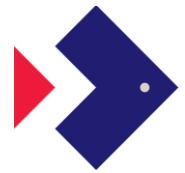
If needed invoices can be paid via Direct Deposit however the above options are preferred. The above Processing Fees are advised at the time of payment and a Tax invoice is not provided for these.

**There is no Visa/MasterCard surcharge for regular (ie. Monthly) invoices that are automatically paid for (ie. Where Bigfish Technology has been preauthorised to directly take funds from your credit card)

2. Issue Dates & Invoice Types

On the first page of all invoices the Issue Date (the date the invoice was sent to you) and Due Date (date that payment is required) is listed. There are three different types of invoices supplied by Bigfish Technology:

- **Ad Hoc Consulting, Purchases & Charges:** These invoices are issued periodically (generally twice per month) for ad hoc IT support, Purchases & charges



- **Monthly Services:** In line with your authorisation, Bigfish Technology will debit your credit card or bank account on or near the first business day of each month and your Tax Invoice will be sent to you once payment has fully cleared (typically within 4 business days of funds being debited from your account). Unless an AMEX card is used there is NO surcharge for any invoice where Bigfish automatically takes payment using your nominated method. AMEX surcharges do not appear on your Tax Invoice. If previously approved by Bigfish, customers who are not paying via automatic direct debit will be invoiced 1 month in advance.
- **Annual (or other periodic) Services:** These invoices are issued 1 month prior to the renewal period

3. Conditions, Fees & Charges

By engaging with Bigfish Technology you are agreeing to Bigfish Technology Pty Ltd Fees, Charges, Terms & Conditions available at any time from www.bigfish.com.au/policy.

4. Change of Services

From time to time there will be changes to the services that you use or require from Bigfish Technology (e.g. as your staff numbers increase or decrease). Where possible, we will make the required changes to the services that you are paying for if/as required or if/as we are notified. At any stage, if you would like to make changes to the services that you have with Bigfish Technology please contact us before your invoice is issued so that we can discuss the options available with you.

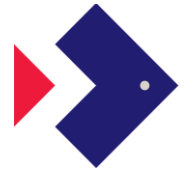
Billing for new or additional monthly items begins at the start of the month that the order was processed in. A reduction or cancellation of monthly items (where possible) will occur at the start of the following month (a minimum of 1 months' notice is required). Any contracts that are cancelled early must be paid out in full.

5. Terms

Our terms are strictly 14 days from your Invoice "Issue Date", terms can be extended with a regular trading history upon application (please contact us for further details). Until there is a regular trading history all hardware, software and services must be paid for in advance.

Unless otherwise advised, for existing customers, where there is a good trading history with Bigfish Technology the following terms may be provided for hardware/software/services purchases:

- Total value between \$0 to \$5,000: No upfront payment required. Remainder due within pre-existing trading terms once invoice has been



- issued (generally on the first date of installation)
- Total value between \$5,000 to \$10,000: 50% deposit required. Remainder due within pre-existing trading terms once invoice has been issued (generally on the first date of installation)
- Total value greater than \$10,000: Full upfront payment required

Exceptions to the above which requires 100% upfront payment for hardware/software/services:

- Where the hardware/software/services is specialised (i.e. not commonly in stock at Bigfish Technology)
- If an account has previously been paid late or there is a credit hold on your account
- If less than 8 hours of consulting services work over the last 6 months has been provided

6. Invoice Queries

If you ever have a question about the items that appear on your invoice we want to help. Please contact us within 5 business days of receiving your invoice (the "Issue Date" as listed on page 1 of your invoice).

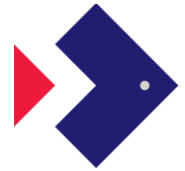
So that we can correctly review your query please contact us via email to admin@bigfishtech.com.au and provide the following information:

- a) Invoice Number (obtained from page 1 of your invoice)
- b) For each item that you are querying on your invoice (obtained from page 2 onwards on your invoice):
 - i) Date the specific good/service was provided (this can be obtained from the top line of the "Description" Field)
 - ii) The Ticket Number (this can be obtained from the first few lines of the "Description" Field)
 - iii) The Quantity (From the "Quantity" column)
 - iv) Your Query

7. Overdue Invoices, Account Keeping Fee & Supply of Services

To help our customers we provide email reminders about unpaid invoices, we do greatly appreciate your support in paying invoices on time. At all times we will work with you to help ensure that invoices are paid within the agreed timeframe by providing easy to follow reminders and updates. Our goal is to work with you help prevent the need to charge any fee.

If an Invoice has not been paid by the "Due Date" (as listed on page 1 of your



invoice) an Account Keeping Fee is incurred: Account Keeping Fees are charged for each invoice that is 28 days overdue at the rate of 4% every 28 days (issued 28 days after the invoice due date and every 28 days thereafter).

For example, if a \$1,500inc GST invoice is due on the 1st of a month and only \$500 is paid by the 29th of that month (which is 28 days after the due date) a \$40inc GST charge (4% of the remaining \$1,000inc GST) will be added to the outstanding invoice. Every 28 days thereafter the Account Keeping Fee will be applied again to the total outstanding amount and future purchases will require 100% upfront payment until a regular trading history with invoices paid on time has occurred. If a customer has an invoice that is overdue (or at Bigfish Technology's discretion) some or all of the following may apply:

1. A temporary hold may be placed on your account meaning that no further ad hoc consulting work (e.g. Technical Support) can be provided.
2. Bigfish reserves the right to cancel or suspend any/all services (a reactivation fee may apply)
3. Bigfish may take any further action necessary to recover the outstanding funds.

8. Block Hours

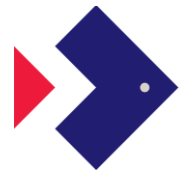
If you purchase block hours either monthly or once off (otherwise known as pre-paid labour hours) you will still see work completed on your invoice.

The "Unit Price" of any time that is used from your pre-paid Block hours will show on your invoice as \$0. Any time that is used that is not covered from your pre-paid block hours will show at your standard Unit Price. Work that is done that uses up your last available Block Hours and also additional time will appear twice:

1. Once with the "Quantity" showing the time used that was the last remaining time available on your pre-paid Block Hours. In this case the "Unit Price" will be \$0
2. Once with the "Quantity" showing the time used that was NOT available on your pre-paid Block Hours, with the "Unit Price" showing your standard Unit Price

9. Information, Reminder & Statement Email Notifications

Tax Invoices are sent via email on their issue date. A reminder is sent 3 days before the due date if your Tax Invoice has not yet been marked as paid (payments can take up to 2 business days to process). When a Tax Invoice is marked as paid a notification is sent. Tax Invoices where payment is automatically debited from your account are only sent (paid notification) once they have been marked as paid (this



can take up to 4 business days after funds have left your account). Statements are sent between the 5th & 10th of each month.

10. Telecommunication Services

For some telephone and Internet services we use a different system (the bureau) to provide all billing and support services. You are welcome to contact the usual Bigfish team if you have any questions and we can redirect you if/as required. Alternatively, to contact our dedicated Telecommunications team please use the following details:

1. Phone: 1300 364 491 (Monday-Friday 8.30am-6pm), Fax: 1300 364 716
2. Email: partnersuccess@bigfishtech.com.au

11. Bigfish Technology Contact Details

Bigfish Technology is open from 7AM to 6PM Monday to Friday on Melbourne Business Days. We are closed during the Christmas and New Year holiday season (as advised on our website). For customers on a previously arranged support plan with after-hours support we are available for after-hours technical support.

12. Phone:

1300 784 889 (Option 1 for Technical Support, Option 2 for Account Management, Option 3 for Admin/Accounts)

13. Email:

Technical Support Email (for new support request): tickets@bigfishtech.com.au
Partner Success Team: partnersuccess@bigfishtech.com.au
Admin/Accounts: accounts@bigfishtech.com.au

14. Office Address:

Suite 2, Building 6, 25 Chapman Street, Blackburn North, Victoria, 3130

15. Postal Address:

PO Box 1044, Blackburn North, Victoria, 31030

16. Client Access:

This system allows you to login and submit a new ticket or view recent tickets, to access this system please go to www.bigfish.com.au/clientaccess

