

What are your payment methods?

The only payment method we offer is direct debit via a credit or debit card (VISA/Mastercard or AMEX). AMEX payments incur a surcharge of 2.85% per transaction.

We do not offer payment methods through bank accounts, BPay, PayPal, Centrepay or any other payment method.

Do I have direct debit set up on my account?

Your account is automatically setup for direct debit via credit/debit card (Visa, Mastercard or AMEX) when you sign up.

Please note that we do not offer direct debit via BSB/bank accounts, only via credit/debit card (Visa, Mastercard or AMEX).

How do I update or change my debit or credit card details?

This can be done in two (2) ways:

1. [Log into your online self-care portal](#) and click "UPDATE CREDIT CARD";
2. Contact our support team on 1300 017 622

When do I receive my bill and when is my payment due?

Your invoice issue date is shown on the first page of your invoice. Please note that your payment due date is not your invoice issue date/bill cycle date.

All plans are billed in advance, and the payment due date is due 14 days from your invoice issue date/bill cycle date.

We utilise anniversary billing, so your bill cycle is the date that the first service is activated on your account.

Can I change my billing anniversary date?

No. Once your account is activated, it is not possible to change the billing cycle or the automatic payment date.

What will happen if I don't pay my bill on time?

We understand that sometimes you may not be able to pay your Barefoot Telecom bill on time. However, if you know this in advance, it is always best to request a payment extension or payment plan to let us know. You can do so by sending an email to support@barefoottelecom.com.au.

Implementing a payment extension or a payment plan will help you avoid potential late payment fees and suspensions to your service(s).

What happens if I miss my payment?

If our automatic direct debit payment is declined for whatever reason and you have not contacted us previously to organise a payment arrangement or extension, then you will be notified that your account is overdue via both SMS and email.

Our billing system will automatically try and process any outstanding payment on your account if the initial direct debit payment has been unsuccessful. The system will attempt to process payment four (4) days after the initial decline. If this is also unsuccessful, it will try again a second time, four (4) days later.

What happens if I still don't make payment?

If payment is not rectified, eventually your service will be suspended or even disconnected. However, we provide continuous reminders and a fair amount of time to rectify any outstanding payment.

If your account is restricted due to non-payment, the following will occur on your service(s) until payment is made:

- **nbn and ADSL internet:** Service will be restricted and not available to use;
- **nbn home phone:** Service will be restricted to emergency calls to 000 only;
- **Fixed-line home phone:** Service will be restricted to emergency calls to 000 only;
- **Mobile plans:** Service will be restricted to emergency calls to 000 only.

If your service has already been suspended due to non-payment, we will require payment to remove any restrictions.

Are there late fees associated with missed payments?

A \$22.00 late payment fee applies if any outstanding amount remains from a previous invoice and a new invoice is issued.

Please note that any suspended services are not entitled to compensation and billing will continue even if the service(s) is suspended. Continued non-payment after suspension may result in termination of services and possible debt collection.

Termination can cause the loss of a specific home phone number or mobile number. Barefoot Telecom will not be held liable for the loss of any home phone or mobile numbers that are disconnected and unable to be re-obtained.