



Checkpoint

- (e) If you charge for supplying info under this 18, do you limit the charge to actual cost recovery?
- 19. Do you have a billing enquiry contact phone number?
- 20. Is call (inc. mobile) to billing enquiry contact number either:
 - (a) at untimed rates; or
 - (b) timed rates by agreement with the customer?
- 21. If you provide info from or about a bill electronically, is there at least one access method for it that you don't charge for?
- 22. Does each of your bills contain:
 - (a) relevant billing information?
 - (b) (former) customer's billing name?
 - (c) the billing address as nominated by the (former) customer?
 - (d) your trading name?
 - (e) your ACN or ABN?
 - (f) bill issue date?
 - (g) invoice no. or dates that let (former) customer easily put bills in sequence and see if one missing?
 - (h) period covered by bill?
 - (i) account reference no.?
 - (j) customer reference for online payments for that service (that only changes for occasional good reason)?
 - (k) due date for charges in that bill?
 - (l) due date for any overdue amounts?
 - (m) at least one free payment method?
 - (n) for non-free payment methods, info re charges (eg card fees)?