



Billing and payment Information

- Bills are charged on or about the 28th of each month and will be delivered by email in PDF format.
- If you choose to receive paper invoices rather than e-bills, this will incur an additional charge. To receive paper invoices, please select 'By Post' in the Bill Delivery Method section in the customer portal or contact us at 1300 DIFFTEL (343 383).
- Payments are due on the 15th of each month.
- If your payment is not received on or before the due date, a late payment fee of \$10.00 (ex GST) may be charged.
- Each month you will be billed in advance for the minimum monthly charge and for your usage e.g. calls and any charged features during the previous month.
- If you started or changed your Plan part way through a billing period, your first bill will also include a proportion of your minimum monthly charge based on the number of days left in the billing period, as well as any connection and set up fees. If your Plan has included calls and data, you'll receive a proportion of these allowances based on the number of days left in the billing period, and your full monthly allowances in the next month.

How to pay your bill

You can pay your bill in several ways. Need to check your balance first? Visit the Account Login link on our website difftel.com.au.

Salary Credit

To set up a salary credit, you'll need to complete a Payroll Deduction Authority with your employer to pay your regular monthly charge. Any additional fees or charges will need to be paid by another payment method.

Direct Debit

To set up a direct debit, login to your online account at difftel.com.au, click 'Account Login', enter your username and password then click the 'My Billing' tab and complete the information requested. Or simply call us at 1300 DIFFTEL (343 383) and we'll help you set it up.

B-Pay

Contact your participating Bank, Credit Union or Building Society, either by internet or telephone, to make your payment. When prompted enter the biller code **707 364** and your Customer Reference number displayed on your bill.

Online: Credit / Debit Card

Click on Account Login at difftel.com.au and select the Payment tab to pay your DiffTel bill by MasterCard, Visa, American Express or Diners Club card.

If you're not sure of your login details or need further assistance or information on using the payment tools in your account, please contact us at 1300 DIFFTEL (343 383).

Phone: Credit / Debit Card

Pay your phone bill 24/7 using our automated credit card payment system. Simply call 1300 DIFFTEL (343 383).

Mail: Cheque / Money Order

Detach the payment slip from the bottom of your bill and return it together with your cheque or money order made payable to *Telecommunications Payment Services*.

In person: Cash / EFTPOS / Credit Card / Cheque

Present the payment slip from the bottom of your bill at any Post Office where cash, cheque, or credit card will be accepted using the barcode.

Direct Bank Deposit

Please ensure you use your account number on your bill as the reference number so we can track your payment.

Westpac Banking Corporation BSB : 032-002
Account No: 483 217

Important information about card payments

Bill payments made with a credit, debit or charge card will incur a payment processing fee of 1.6% (Visa/Mastercard) or 2.5% (Amex/Diners) of the total payment. To avoid card payment fees, setup a Salary Credit or Direct Debit as they're the fee-free ways to go.