



Internet
Association
of Australia

Disconnect Policy

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Definitions

1. In this document, unless the contrary intention appears –
 - “the Association” means the Internet Association of Australia Ltd;
 - “the Customer” refers to the legal entity receiving Traffic Services from the Association;
 - “Traffic Services” refers to all services provided by the Association; “Invoices” refers to the invoice as referred to in Section 3(1); “Overdue Invoice” refers to Invoices for which the Association has not received payment for within the terms set forth in Section 3(2);
 - “Disconnection Notice” refers to a notice provided under Section 4(2);
 - “Proof of Payment” refers to a transaction receipt from a financial institution registered within Australia;
 - “Reconnection” refers to the restoration of services as referred to in Section 5(1);
 - “Credit Managed” refers to a customer described by Section 7(1).

Eligibility of Services

1. The Customer must be a member of the corporate class of membership of the Association to be eligible to receive Traffic Services from the Association.
2. The Association may exempt the Customer from the eligibility requirements set forth in 2(1) by providing the Customer with written notification.

Standard Billing Practice

1. Traffic Services provided to the Customer are invoiced calendar monthly in advance of the service provided and calendar monthly in arrears for usage based services.
2. Invoices issued for Traffic Services are issued on strictly 30 day terms.
3. Invoices issued for Traffic Services are sent via email to an address nominated by the Customer.
4. Reminders for payment of Invoices will be sent to the Customer (if required) via email, to the same address set forth in Section 3(3), at periods of seven (7) days prior to the due by date, again at three (3) days prior to the due by date, with a final reminder 24 hours prior to the due by date.



Disconnection of Services

1. The Customer will be eligible for the disconnection of Traffic Services if –
 - a. the Customer is no longer eligible to receive Traffic Services from the Association; or
 - b. the Customer has any overdue invoices.
2. A customer who is eligible for disconnection under sub?section (1) will be issued with a disconnection notice via email to the same address set forth in Section 3(3),, demanding immediate payment of all Overdue Invoices within seven days of the date of the notice.
3. If after the period referred to in sub?section (2), the Association has not receipted full payment for all of the Customer’s Overdue Invoices, the association will –
 - a. stop providing all Traffic Services to the Customer; and
 - b. stop providing all other services being rendered to the Customer, including colocation and power of any of the Customer’s equipment in the Association’s care.
4. The Customer may appeal against a Disconnection Notice on the grounds of financial hardship. Such an appeal must be made in writing and received by the Association before the date that disconnection action under sub?section (3) occurs.
5. Should the Association accept an appeal made under sub?section (4) the association will provide the Customer with payment and disconnection terms in writing that meet the minimum conditions set forth in this policy.

Re-connection of Services

1. Upon receipt of full payment for all overdue Invoices including all reconnections fees and interest charges, where applicable for the Customer, the Association will reverse any actions undertaken under Section 4(3) within 24 hours.

Recovery

1. In the case that the Association has not receipted payment for the Customer’s Overdue Invoices after 5 days from the date specified in the Disconnection Notice – the Association will cause a third?party agent to pursue collection of Overdue Invoices and related charges.
2. The Customer will be liable for all reasonable costs for recovery incurred under sub?section (1).



Credit Management

1. In the case that the Customer regularly receives Disconnection Notices, the Association may choose to Credit Manage the Customer.
2. If the Customer is being Credit Managed –
 - a. the Customer will be required to pay a bond equal to the total invoiced amount for all Services supplied to that customer for the following month. This bond will have the effect of putting credit managed clients two months in advance for all services supplied by the association; and
 - b. the period referred to in Section 3(2) will be 7 days.
3. The association will provide written notification to the Customer should it choose to Credit Manage a customer under sub?section (1).

Dispute Mediation

1. Any disputes concerning the contents or administration of this policy are to be raised and handled in the manner described by the “Grievance Procedure” set forth in the Association’s constitution.



Change History

Version:	Date:	Nature of change
1.0	5 December 2016	Initial document approved
1.1	18 November 2021	Updated template