



## Understand your Bill

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BVivid bills are designed to show you full transparency. It is important for you to understand exactly what you're paying for. Our bills allow you to monitor your usage and learn exactly how you communicate.

### Bill Delivery Options

BVivid give you the choice of bill options. Make life easy and by receiving you bills via email. You can go paperless and receive your bill electronically by email. This gives you convenient access to your bill right from your computer. BVivid supports a sustainably friendly environment and as such always encourage our customers to do the same by choosing ebills. If you prefer you can nominate to receive your bill in print through the post.

### Payment Options

BVivid provide you with many different ways to pay your bill:

- Pay Online
- Secure Credit card payments
- BPAY- all BPAY details can be located on the second page of your bill
- EFT Payment Advice

We realise that not everyone likes to pay bills online therefore, you can also Pay over the Phone calling our customer service on 1300 833 177.

Pay via post Send a cheque along with the remittance advice found on the bottom of your bill to:

bVivid Pty Ltd  
PO Box 24248,  
Melbourne Bourke Street,  
Melbourne VIC 3001

### Managing your billing services

- All bills are payable to BVivid Pty Ltd on the Pay By date detailed on your invoice
- If your billing address has changed please contact our customer care team on 1300 833 177 to update your details

### PLAN FEE

**Please Note:** When moving from one carrier to another there will always be a cross-over period in the first billing month. It's important to understand that it is standard practice within the telecommunication industry for customers to be billed one month in advance.

Therefore, your first invoice from us may be higher than your agreed plan. However, please note it all balances out. The Pro-rata charge is worked out as a percentage based on how many days are left in the month from when you joined. Since most telecommunication service providers charge on a Pro Rata basis, make sure to check your final invoice from your previous provider as you may be entitled to a credit.