

Final Notice of Overdue Account

Suspension of Services Pending

Our records indicate that we have not received payment for invoice(s) on your account, which are now in excess of days past the due date. As such, in accordance with the terms of our Master Services Contract, **your service(s) have been scheduled to be suspended** within 48 hours of this notice being issued.

The situation in summary

Why you are receiving this notice

You are receiving this notice because our records indicate that we have not received payment of your account up to date and there is an outstanding balance overdue to be paid

How you can resolve this

Please pay the full outstanding balance of your account immediately via one of the payment options listed later in this document

What happens you do not do this

Regrettably, if you do not make payment as required, we will be forced to suspend your services and take further action to collect the outstanding amount

Settlement of account

We strongly urge you to settle your account immediately so that we can continue to provide you with services. Please refer to the payment options listed later in this document and ensure full payment is made within the timeframe indicated above.

If payment is not made we will be forced to suspend your account and take further action to collect the outstanding amount.

Payment Options

Prior to suspension, your payment options are as follows:

Bank Deposit

Bank: Commonwealth Bank
BSB: 064-430
Account: 1117 1158
Account Name: Connect Networks Pty Ltd
Reference: Invoice Number

Credit Card

You can pay this invoice via phone by calling **1300 011 962** and selecting option 3 for accounts from the menu.

This option is available 9:00am to 5:00pm, Monday to Friday

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Consequences of non-payment

Immediate consequences:

- Your services will be suspended without further notice and cease operation
- Any IP addresses or phone numbers associated with your service may be disabled by the means of suspension and will cease operation
- Any and all data associated with your service, including the backup data, voicemail, recordings, messages, emails, websites, databases, contents of server storage and any other data held on Cloudfire services will be void throughout the suspension period.
- Full compounding late fees and administration fees as set out in the invoice terms and Master Services Contract will be charged and added to the outstanding amount to be paid
- You may be required to switch to a pre-paid account, paid via Credit Card in order to resume your services

Further consequences:

- Your account will be referred to a debt collection agency such as Dunn & Bradstreet for collection
 - This will impact your credit rating and thus your ability to obtain credit in the future
 - This will impact your ability to obtain telecommunication services in the future
- Your account will be referred to QCAT (the Queensland Civil and Administrative Tribunal) for legal proceedings
 - You will be required to appear before the tribunal in Brisbane, QLD
 - A court order for payment of the account will be issued
- Any directors guarantees in place will be enacted in pursuit of the outstanding debt

Payment Advice

Only remittance advice from your bank or a successful credit card payment receipt is accepted proof of payment,

Remittance advice must be sent via email to accounts@cloudfire.com.au if payment is made via bank transfer. Amounts are not considered paid until remittance advice is received. Amounts are not considered received until funds arrive in our account.

Providing fake, modified or misleading remittance advice is fraudulent and will be referred to QPS and ASIC.

Late Fees and Charges

Your accounts may already be subject to applicable late fees and charges. In the event that your account is referred to collections or QCAT, the referred amount will include compounding late fees as outlines in our invoice terms and Master Services Contract across all outstanding amounts, as well as any applicable costs incurred in collections, process, legal fees and other costs incurred in managing, handling and collecting your account.

Regulatory Compliance

This suspension notice has been issued in compliance with the TIO's Telecommunications Consumer Protections (TCP) code. This notification serves as formal notice of our intention to suspend your services due to non-payment of your account. Our official contact point for this and all matters regarding your account is by way of written email to accounts@cloudfire.com.au.