

Billing Dispute Notice.



SECTION A: Wholesale Client Details

Business Name*	Client ID*
Contact Name*	Phone*
E-mail*	
Dispute submission date	

SECTION B: Dispute Details

Service Number(s) (if applicable)						
EFTEL CORPORATE Invoice Number*						
Invoice date*						
Total invoice amount*						
Amount being disputed*						
Balance to be paid*						
Dispute category – Please tick most appropriate category	<input type="checkbox"/>	ADSL fault	<input type="checkbox"/>	Missing details	<input type="checkbox"/>	Terminated services
	<input type="checkbox"/>	EFTel Network fault	<input type="checkbox"/>	Wrong account details	<input type="checkbox"/>	Incorrect charges
	<input type="checkbox"/>	Guaranteed SLA failure	Other please specify:			
Reason for dispute* (Detailed description explaining why charges are being disputed)						
Fault start date			Fault end date			

**Indicates mandatory field . if all mandatory fields are not completed the form will not be processed.*

Please forward complete form by **fax 08 9481 4777** or **e-mail accounts@eftelcorporate.com.au**

Once your Billing Dispute Notice has been received you will be issued with a Task number via email, please quote this Task number when making enquiries or following-up on your dispute. All billing disputes will be looked after by EFTel corporate accounts and your account manager, For phone enquiries or to follow-up an existing dispute please **call 089 460 4700** .

A Billing Dispute Notice must be delivered to EFTel corporate prior to the due date of the invoice.

Please note that invoices are payable within 10 days of issue via e-mail (unless other arrangements have been negotiated)

EFTel corporate will respond to the Billing Dispute Notice or advise of a response date within 10 business-days of receipt. The response date should be no more than an additional 10 business-days, depending on the nature of the dispute, as some disputes will need to be submitted to another department or a supplier.

Reminder: All undisputed amounts must be paid by the invoice due date.

VIC NSW ACT QLD TAS SA NT WA