

Credit and Refund Policy

What is a credit?

A credit is an amount of money added to your Ezinternet account by a Customer Service Representative. They may be applied to your account to correct billing errors or to cover downtime where you were unable to use your services due to a fault.

Unlike a refund, a credit is not returned to your nominated bank account or credit card - it stays on your Ezinternet account until it is used to balance charges on your next invoice.

For example, if your account has a credit of \$10.00 and your next invoice totals \$79.00, then your credit card would only be charged for \$69.00.

What is a refund?

A refund is an amount of credit on your Ezinternet account that is returned to your nominated bank account or credit card. A refund must only be processed if your Ezinternet account has a credit on it - otherwise it will put your Ezinternet account in the negative.

For example, if your Ezinternet account was in credit for \$10.00, then a \$10.00 refund to your credit card would bring your Ezinternet account balance back to \$0.00.

Credits for service issues

Ezinternet provides credits for its services in line with the service level agreement for the product type provided. If no service level agreement is specifically outlined (eg. a residential connection) for your product then credits are assessed on a case by case basis for faults with a disruption to services for at least two business days. Credits are usually assessed after the disruption is resolved.

We provide credits for the cost of the loss of our services only, not for the usage of third party alternatives during downtime on our services (such as dongle or mobile hot-spot usage).

Refunds for closed accounts

When an Ezinternet service is cancelled, any amount paid in advance is credited back to your Ezinternet account. This can then go towards charges on your following invoice(s). If you've closed your Ezinternet account, the credit will go towards your final invoice.

If there is any remaining credit on your account after your final invoice has been paid, you may request it to be refunded. Typically the Customer Service Rep handling your account closure will advise if they'll monitor your account to action any refunds after your final invoice. If this wasn't arranged, please call us on 07 3180 2309 for assistance.