
We hope the information below will assist you with the use of our services.

Managing Your Spend –Usage Notifications

Once registered, you are provided an online account to set and change preferences, and to view a usage relating to the service.

You can monitor your usage by logging into your account online at www.icommo.com/login

Billing

Recurring charges and set up fees are billed in advance. Usages charges are billed in arrears.

Invoicing

Itemised invoices are sent to your nominated email account. Included with the invoice is an itemisation of all charges.

Payment of Account

Payment is by credit card or direct debit from your bank account. If there are subsequent changes to your credit card or bank account, it is your responsibility to advise us of those changes.

Prepayment

All online charges will consist of a service charge or prepayment top up charge to your account. The minimum prepayment top up charges will be \$30.00 and will be automatically deducted from your credit card when your account balance falls to \$0.00.

Prepayment top up charges will not be refunded on the cancellation of the service.

Minimum Term, Account Cancellation

A Trading Account (post-paid) will have a stated minimum term period and then be on a month-to-month basis. To cancel the service Icommo requires 30 days notice.

An Online Account (pre-paid) the minimum pre-payment is \$30.00 and you cancel at anytime.

Financial Hardship

Our financial hardship policy is available here:

www.icommo.com/information/financial-hardship.pdf

Dealing with Us

If you would like to appoint an authorised representative who deals with us on your behalf or if you wish to use an advocate, please contact us. If you wish to appoint an authorised representative, please use this form:

www.icommo.com/information/Complaints-Authorised-Representative.pdf

We are here to help! Please contact us if you wish to give feedback or make a complaint. A summary of our complaint handling process is available here:

www.icommo.com/information/Complaints-Handling-Process.pdf