

SCHEDULE H: BILLING AND PAYMENT SCHEDULE

VERSION 1 – EFFECTIVE 1 NOVEMBER 2023

Introduction

This **Billing and Payment Schedule** is a schedule to **our agreement** with **you**.

It sets how use of the TOTSCo **hub** and **Services** will be invoiced and how users can manage payments.

It does not set out **our charging** structure.

Account Management

From the account management portal, **you** may:

- View current and previous invoices
- Trigger invoice downloads
- Track payment status
- Raise queries and receive responses through a managed process

Invoicing Enquiries

All invoicing enquiries must be made via the account management portal or via the inbound call centre. **Your** enquiry will be allocated an individual case reference number and **you** will be able to review both current and historic cases in your account.

Invoices will continue to be payable regardless of any enquiries or disputes raised.

Invoices

We will clearly state on each invoice the following:

- User legal entity name and address
- RCPID
- Any TOTSCo related information required to comply with HMRC rules
- Invoice date and reference number

- Purchase order information if required
- Invoice period
- User invoice account number
- Payment due date (all invoices payable within 60 days)
- Itemised **charges** according to the **Price List**
- Itemisation of VAT

We will raise a separate invoice for each **RCPID**.

Acceptable Payment Methods

- Electronic bank transfer
- Card payments
- Direct Debit
- Cheques payable to The One Touch Switching Company, Gresham House, 5-7 St Pauls Street, Leeds LS1 2JG

All payments must be made in UK pounds sterling (£ or GBP), in full after any deduction of any bank charges.

TOTSCo bank account details will be made available in the account management portal. **We** will never send any bank detail changes by email.

Overdue Payments

You will receive an email notification to inform **you** that an invoice is in your account. **You** can add a specific address to send the invoices to and any account related emails in the '*manage my account area*' of our customer portal.

If full payment is not received within 5 days of the payment date, **you** will receive a follow-up email requesting the payment. Two further emails will be sent at 14-day intervals if payment is not received.

If payment is still not received, **we** will contact you via the contact number **you** provide when onboarding to arrange a payment plan.

Where there is failure to pay, **we** will take all reasonable measures to recover the funds. **We** will take all reasonable steps before considering restricting your account. If **we** need to consider this, we will give you 20 business days' notice.

Escalation

There is a three-step escalation process:

1. Raise enquiry or expression of dissatisfaction by contacting the service desk
2. If **you** are not satisfied with the outcome, **we** will escalate your expression of dissatisfaction to a team leader
3. If **you** remain unsatisfied, **we** will escalate your issue to TOTSCo customer service manager

If **your** enquiry or expression of dissatisfaction is still not resolved, **you** should follow the formal dispute process as documented in the **Agreed Terms**.