

SCHEDULE H: BILLING AND PAYMENT SCHEDULE

VERSION 1.1 – EFFECTIVE 24 July 2024

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.

Invoicing Enquiries

All invoicing enquiries must be made via the **Production CAP**. **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.

Payment

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

TOTSCo bank account details are available in the account management portal.

Overdue Payments

Where there is failure to pay, **we** will take 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.

Disputing invoices

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 paragraph 17 of **our agreement**.

