

## Tetrabyte Customer Credit and Debt Management Policy



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## Overview

This policy outlines to customers how credit and debt are managed by Tetrabyte during the course of business. It provides a standard guide on how Tetrabyte will manage customers in debt with regards to ensuring business continuity and fairness at all times.

## Contractual Obligations

The Tetrabyte Contract available at <https://tbyte.com/terms> provides for the following concepts, these may be enforced at Tetrabytes discretion:

- Tetrabyte require all customers to, at all times, maintain an active direct debit agreement with available funds to cover invoices sent. (3.6)
- Invoices must be paid within 14 days of the due date else interest may be charged. (3.7)
- Tetrabyte are not obligated to provide Services unless customers accounts are up to date. (3.11, 6.8)
- Tetrabyte retain title and ownership of all goods and services until paid in full by the customer (3.9)
- Tetrabyte may charge a fee for accounts without Direct Debit setup (3.11)
- Tetrabyte may terminate services for clients without direct debits setup (3.11)
- Tetrabyte may charge to resume services suspended due to non-payment of invoices. (6.8)
- Should client Direct Debits repeatedly fail to collect, Tetrabyte may charge to cover collection fee's (3.6)
- Notice and communication will be made to either, any contact on Terabytes Authorised Decision Makers list, and/or, the regular contact for invoicing and accounts.

## Debt Management

Tetrabyte provide Invoices to customers either at the start of the month or ad-hoc as required. Invoices are due for payment immediately upon receipt. Customers with direct debit will have amounts collected within 10 working days of sending. Invoices will be managed as overdue 10 working days after sending.

Overdue Invoices will be managed along one of the following debt management paths.

### Invoices disputes

1. After issuing invoices customers have one working day to raise disputes before invoices are sent to the Direct Debit provider for collection.
2. Should a dispute be raised, collection will be held until resolved or if the customer fails to respond promptly to communications, invoices will be sent to collect after 3 working days.
3. Should disputes raise after invoices are sent to collection, collection shall continue and if applicable, a credit shall be raised on the customers account. Credits will then be managed via the Credit Management policy later in this document.

### For Direct Debit Customers where collection has failed:

1. Upon failed collection, a ticket will be raised for the customer to notify them of payment failure. We ask that customer respond to this ticket to confirm receipt and provide assurances that funds will be available for the next collection date.
2. The Direct Debit provider will automatically attempt to re-collect the payment, the customer will be emailed directly by the provider notifying them of the next collection date within 10 working days.
3. A second collection failure will result in a further update to the ticket. Customers will be required to manually pay the invoice immediately via BACS transfer to the banking details contained on the invoice.
4. Failure to pay by the 9:00am on the last working day of the month may result services being set to not renew the following month.
5. All services and access to products and services may be suspended from the start of the following month.

Note1: Should customers Direct Debit fail to collect more than twice in any three month period, including second attempts, Tetrabyte may choose to apply fee's to cover our administrative costs.

Note2: Re-instatement of services set to not renew will incur a re-instatement fee as per the Terms and Conditions.

### For customers with no active Direct Debit agreement:

1. Upon the lack of an active Direct Debit agreement being discovered by Tetrabyte, a ticket will be raised to highlight this to the customer and request Direct Debit is reinstated. The customer will be asked to settle outstanding invoices via BACS transfer immediately.
2. Should the customer not respond within 3 working days, a second message will be sent from the ticket and attempts will be made to contact the Customer via telephone, with voicemails being left where possible.
3. Should the customer not respond within a further 3 working days, reminders will be sent a third time.
4. Service suspension and restriction:
  - a. **For customers with outstanding invoices:** All services and access to products and services may be set to not renew and access suspended after 10 working days.
  - b. **For customers with no outstanding balance:** All services and access to products and services may be set to not renew and access suspended after 9:00am on the last working day of the month, or 10 working days, whichever is greater.
5. Customers will be informed via written communication should services be suspended.

Note: Re-instatement of services set to not renew will incur a re-instatement fee as per the Terms and Conditions.

## Credit Management

Should a customers account show as in Credit. The following path will be taken to ensure fairness.

1. Upon discovery of Credit an email will be sent to the customer to inform them of the account credit.
2. The customer will need to respond to either have values credited to next invoice or with up-to-date banking details for a refund via BACS transfer.
3. Tetrabyte will transfer the credit funds to the customer within 10 working days of receipt of up to date banking details.