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Billing Cycle

1. What is your billing cycle?

Smart Walkie bills a month in advance. The billing cycle is from 11th of M1 to 10th of M2. You can find the billing cycle on the description of Invoice.

For example- for the month of March, we will bill 11th March-10th April.

| | # | PRODUCT/SERVICE | DESCRIPTION | QTY |
|---|---|--------------------------------|---|-----|
| ⋮ | 1 | Software:PTT 1 Plan (Monthly F | 1GB Data, Walkie Talkie App for VoicePing, Mobile Control App (24 months contract) Cycle:11 March 2019 to 10 April 2019 | 7 |

2. Do we bill in advance or in accrual?

Smart Walkie bills in the starting of the month (i.e. in advance).

For example- In April 11th we will charge you for April-May and the billing cycle would be 11th April- 10th May

3. When are the excess usage charges billed?

The excess usage charges are billed at the end of the billing cycle after we receive the actual usage report. Each month we send two invoices-

1. one recurring bill charged in advance and
2. Excess charges bill for last billing cycle (if any).

4. How do you send out your invoices?

We send out our invoices in 2 ways:

1. Softcopy: via email through Quickbooks
2. Hardcopy: via mail to your registered address

Calculation of Charges

5. Do you charge proportionately if subscription starts from mid of the month?

Yes, we charge proportionately.

In the first month of billing the client is charged in full for the whole month irrespective of the start date. This helps the finance team to maintain the billing cycle.

In the subsequent month, the client is given a discount for the extra period charged earlier.

For example: Your first day of subscription starts on 6th March.

1. Your first bill will go on 5th March for the period- "11th Feb-10th March".
2. In the second bill you will be charged as follows:
 - a) Recurring charge from 11th March-10th April.
 - b) Any excess usage cost(if any) and,
 - c) Given a discount for the period 11th Feb-05th March which was charged extra in first month.

| | | | |
|---|----------------|---|----|
| 1 | Service:PTT 2U | VoicePing Push To Talk Service Unthrottled 3GB Data SIM Free Data up to 10GB Monthly 400 minutes outgoing calls Free incoming calls 500 outgoing SMS Free incoming SMS Free Caller ID (Monthly Recurring Charge, 12 months Contract) Cycle: 11 March 2019 to 10 April 2019 | 40 |
| 2 | Discounts | Discounts/Refunds Given Inv 3993 Period: 11 Feb 2019 to 05 Mar 2019 | 40 |

6. Don't I pay more?

No, you are being given a discount in the second month for the extra days being charged to you. Technically, you are paying from the period of subscription.

7. How to check for “Excess Usage charges”?

You can find a link in memo which will give you the information on the units used by each number. It looks like- {Client Name} {Cycle} Usage Report Link: <http://bit.ly/xxxxx>

| | # | PRODUCT/SERVICE | DESCRIPTION | QTY | RATE | AMOUNT (SGD) | CLASS | |
|---|---|-----------------------|--|-----|-------|--------------|-------|---|
| ⋮ | 1 | Software:Excess Usage | Excess Usage Line (Number) Excess Data Usage Reached xxxxx MB Cycle: 11 February 2019 to 10 March 2019 | 2 | 10.70 | 21.40 | | 🗑 |

Payments

8. When is the payment due?

Payments are generally due once the invoice has been sent out. We generate your invoice around 20th of each month.

9. How can you make payments?

There are various modes of payment:

Cheque-

ATTN: Smart Walkie Pte Ltd
8 Eu Tong Sen Street
#18-81, The Central
Singapore 059818.

Cheque: On Delivery or Mailed

Direct Bank transfer-

TT to Bank Name: DBS Bank Singapore
Account Name: Smart Walkie Pte. Ltd
Account Number: 107-902965-5

Paypal

Paynow

10. What will happen if you don't pay for consecutive 3 months?

Your line will be stopped on failure to pay 3 consecutive bills.

Question/ Concerns

11. Whom should you contact in case of any discrepancy in billing?

Please contact the finance team via email- finance@smartwalkietalkie.com or finance number- +65 65898727

12. Whom should you contact for operational related assistance?

Please contact Yoga at- +65 67089391