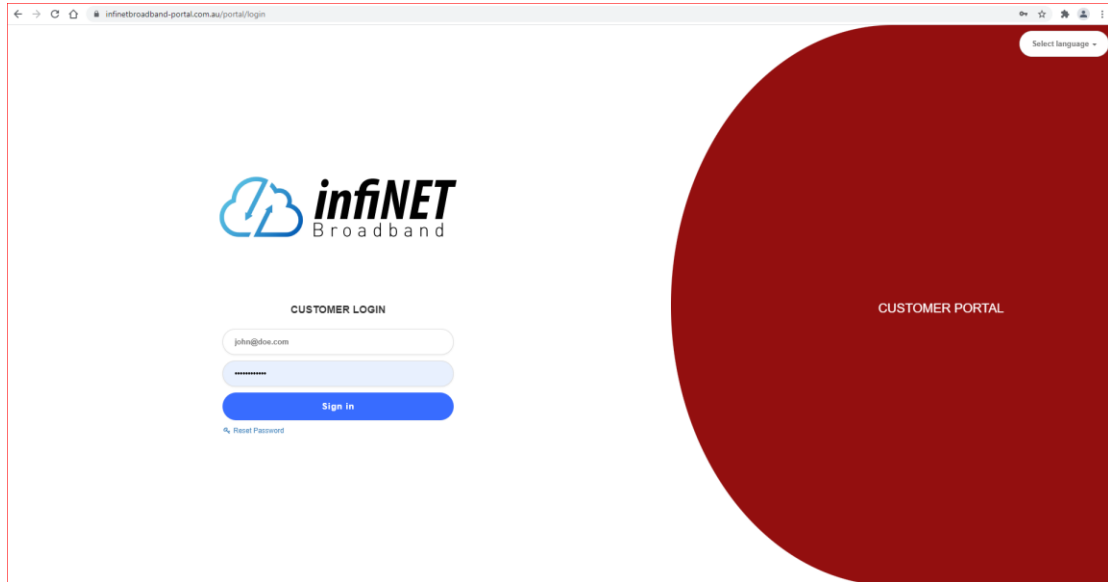
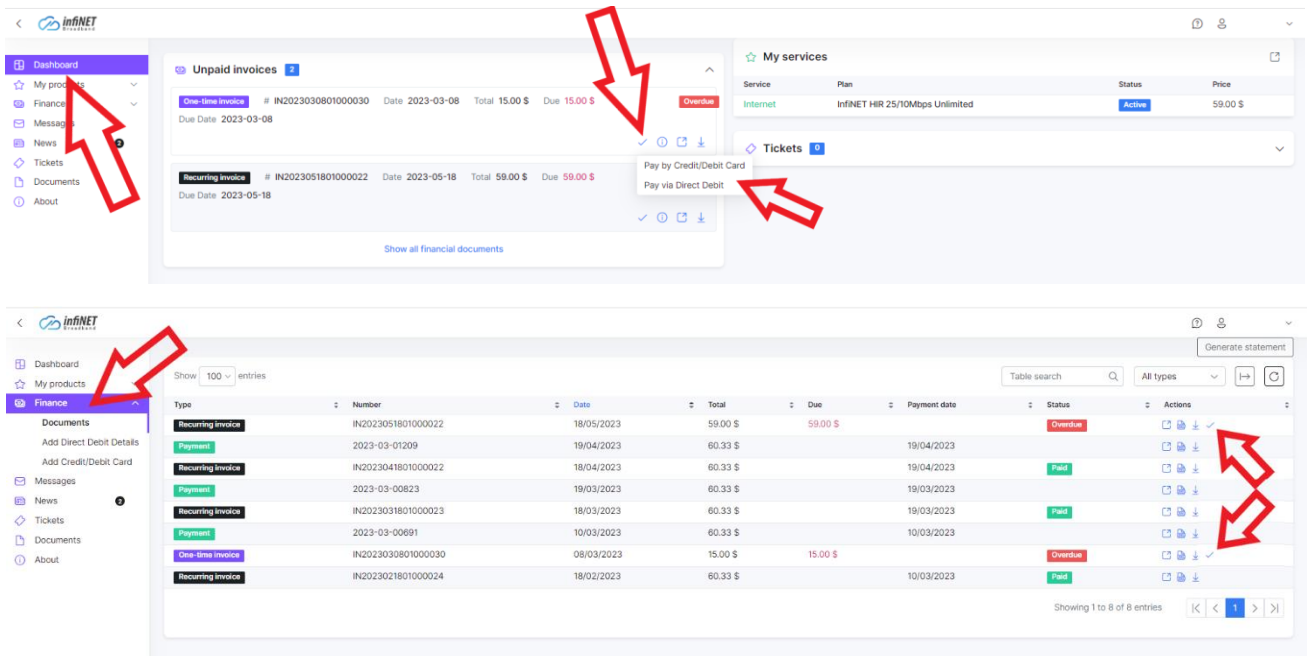


Here are the steps to pay an outstanding or overdue invoice, where the automatic payment method failed to process the credit card or Direct Debit.

1. Go to the customer login portal (<https://infinetbroadband-portal.com.au/>)
2. Login with the supplied username and password



3. Once logged in, you can pay your account balance or invoice using the two methods indicated below from the dashboard or from the Finance/Documents menu. Click on the ✓ icon, select Credit Card or Direct Debit depending on what has been set-up.

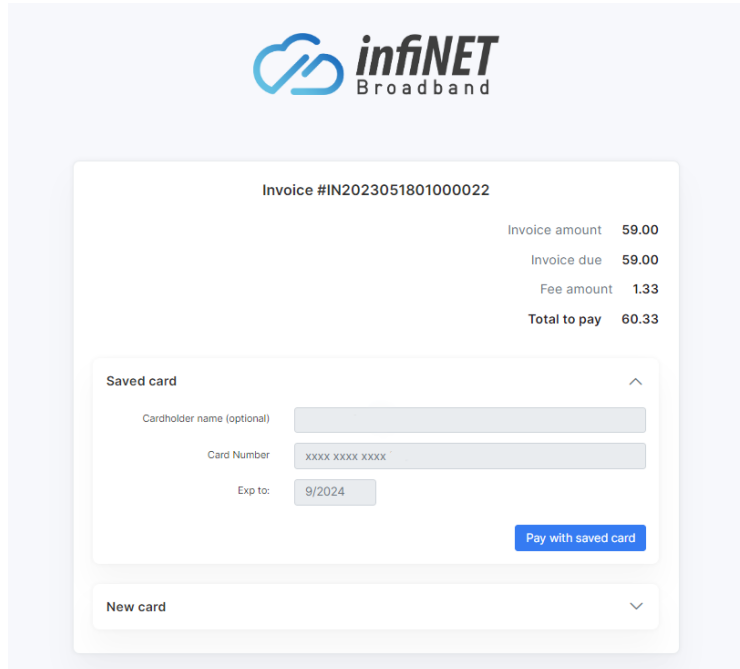


Invoice Type	Invoice #	Date	Total	Due	Status
One-time Invoice	IN2023030801000030	2023-03-08	15.00 \$	15.00 \$	Overdue
Recurring Invoice	IN2023051801000022	2023-05-18	59.00 \$	59.00 \$	Overdue

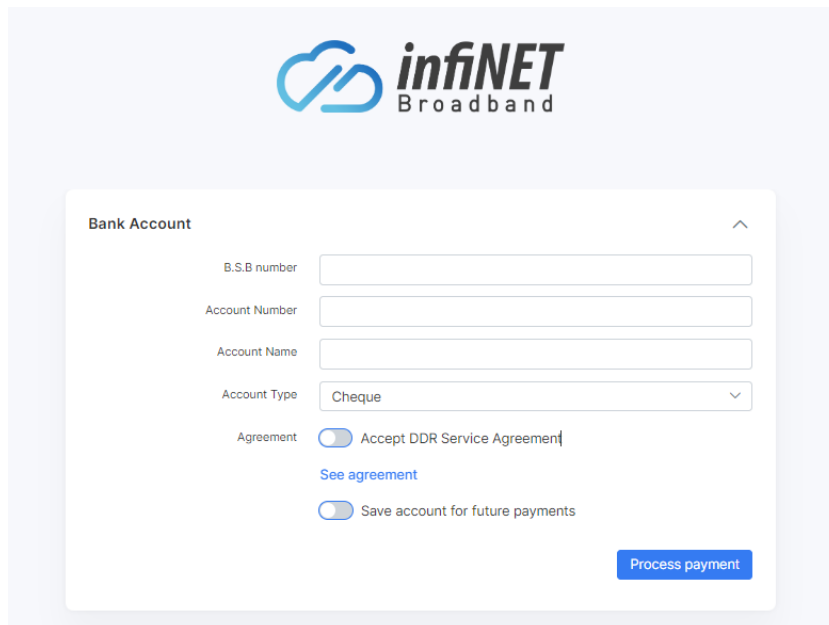
Type	Number	Date	Total	Due	Payment date	Status	Actions
Recurring Invoice	IN2023051801000022	18/05/2023	59.00 \$	59.00 \$		Overdue	[Icons]
Payment	2023-03-01209	19/04/2023	60.33 \$		19/04/2023	Paid	[Icons]
Recurring Invoice	IN2023041801000022	18/04/2023	60.33 \$		19/04/2023	Paid	[Icons]
Payment	2023-03-00823	19/03/2023	60.33 \$		19/03/2023	Paid	[Icons]
Recurring Invoice	IN2023031801000023	18/03/2023	60.33 \$		19/03/2023	Paid	[Icons]
Payment	2023-03-00691	10/03/2023	60.33 \$		10/03/2023	Paid	[Icons]
One-time Invoice	IN2023030801000030	08/03/2023	15.00 \$	15.00 \$		Overdue	[Icons]
Recurring Invoice	IN2023021801000024	18/02/2023	60.33 \$		10/03/2023	Paid	[Icons]

Note: You can select what documents are displayed using the dropdown box in the top right hand corner of the page, it defaults to show "All Types"

- The following screens are opened depending on what payment type you want to pay with. The invoice amount is showing and then click on the “Pay” button. This will process the payment and once cleared, mark the outstanding invoice as “PAID”



The screenshot shows the 'Saved card' payment screen. At the top, the infiNET Broadband logo is displayed. Below it, the invoice details are shown: Invoice #IN2023051801000022. To the right of the invoice number, the following amounts are listed: Invoice amount 59.00, Invoice due 59.00, Fee amount 1.33, and Total to pay 60.33. Below the invoice details, there is a section for 'Saved card' with a collapse arrow. It contains three input fields: 'Cardholder name (optional)', 'Card Number' (with a masked value 'XXXX XXXX XXXX'), and 'Exp to:' (with a value of '9/2024'). A blue button labeled 'Pay with saved card' is positioned to the right of the 'Exp to:' field. Below the 'Saved card' section, there is a 'New card' section with a collapse arrow.



The screenshot shows the 'Bank Account' payment screen. At the top, the infiNET Broadband logo is displayed. Below it, the 'Bank Account' section is shown with a collapse arrow. It contains four input fields: 'B.S.B number', 'Account Number', and 'Account Name'. The 'Account Type' is set to 'Cheque' in a dropdown menu. Below the input fields, there are two toggle switches: 'Accept DDR Service Agreement' (which is turned on) and 'Save account for future payments' (which is turned off). A blue link labeled 'See agreement' is located between the two toggle switches. A blue button labeled 'Process payment' is positioned at the bottom right of the form.