



Billing and Payment Policy

This is the Billing and Payment Policy of the MEDIONmobile prepaid service of MEDION Australia Pty Limited for ALDImobile and forms part of the Service Terms on which we provide Services.

MEDIONmobile reserves the right to change this Billing and Payment Policy at any time and notify you by posting an updated version of the Policy on our website. The amended Policy will apply between us whether or not we have given you specific notice of any change.

We encourage you to review this Policy periodically because it may change from time to time.

1. PAYMENT OPTIONS AND METHODS

- 1.1. Your ALDImobile service can be purchased and recharged using the following payment methods:
 - a) in store – buy a voucher using cash
 - b) in store – buy a voucher using credit or debit card
 - c) online using credit or debit card details
 - d) by SMS using credit or debit card details
 - e) by mobile app using credit or debit card details
- 1.2. Not all of the above mentioned methods can be used for all types of purchases, refer to the website www.aldimobile.com.au for the latest information on the products available and how you can purchase them.

2. RECHARGE USING CREDIT CARD

- 2.1. You can recharge your pre-paid service with your nominated credit or debit card either:
 - a) by an online payment through the www.aldimobile.com.au website;
 - b) by SMS;
 - c) by mobile app;
 - d) by enabling the auto recharge facility.
- 2.2. For online recharges you will need to initiate the recharge through your My ALDImobile account and will be required to confirm the payment amount and the recharge product chosen.
- 2.3. When recharging by SMS you will need to have already registered and stored your credit or debit card details online, you will then be able to send an SMS with the plan name to the number 590 to recharge with the plan requested in your message. All SMS recharges will be at the price stated on the website and may change from time to time.
- 2.4. When recharging using the mobile app, you will need to have registered and stored your payment details, you can do this through the mobile app. You can use the app to select the recharge you would like to make. You will be prompted to confirm that you wish to make the recharge.
- 2.5. You can enable and disable the auto recharge facility in your My ALDImobile area on the website and in the mobile app. The auto recharge will take place when your current plan or Value Pack expires.

3. BILLS AND INVOICES

- 3.1. Every time you purchase a recharge or an invoice will be generated and issued to your account.
- 3.2. An invoice will be generated if you purchase a SIM pack through the website.

- 3.3. We do not send invoices to you; your historical invoices can be accessed through the website by logging in to My ALDImobile.

4. FRAUD

- 4.1. We may take a number of steps to help to protect you and us from fraud, such as (but not limited to) temporarily suspending your access to the recharge service if you tell us that your pre-paid SIM is lost or stolen.
- 4.2. Your access to the recharge service will be suspended if you tell us, or we know or suspect, that there has been fraudulent use of your pre-paid service, the recharge service or your verification code.

5. DISHONoured RECHARGE TRANSACTIONS

- 5.1. If your recharge or new order transaction is dishonoured or rejected by your financial institution, ALDImobile will automatically process a Credit Reversal which involves:
 - a) removing the recharge amount we credited to your pre-paid service when we processed your recharge instruction; and
 - b) removing the extended credit expiry date put in place when we processed your recharge instruction.
- 5.2. If you have used part of the recharge amount before the Credit Reversal takes place, we may debit your nominated credit or debit card account for an amount equal to the recharge amount you have used. If we are not able to take the payment due to insufficient funds, we may suspend your service. To reactivate your service you will need to call ALDImobile on 1300 989 000.

6. STORING YOUR CREDIT CARD ON YOUR ACCOUNT

- 6.1. When you store your credit or debit card details on your My ALDImobile account; you are authorising that:
 - a) the credit or debit card can be used for purchases and recharges made through the website, including where you have enabled auto recharge on a plan or Value Pack.
 - b) the credit or debit card can be used for SMS recharge when a request is received from your mobile number. Any SMS messages received from your mobile number containing a request to recharge and the plan name required will be deemed as authorisation of your payment.
 - c) the credit or debit card can be used for recharges made through the ALDImobile mobile app. Any request to recharge your ALDImobile service through the mobile app is deemed as authorisation to use your credit or debit card details for payment.
- 6.2. You can remove your credit or debit card details at any time through your My ALDImobile online account or by calling us on 1300 989 000. You cannot remove card details via the mobile app.

7. PRIVACY

- 7.1. Your credit card details are collected and stored in line with our Privacy Policy, as amended from time to time and can be found at: www.aldimobile.com.au/legals
- 7.2. It is your responsibility to keep your account password safe and you must contact us if you believe your password has been compromised so that we can change it.
- 7.3. You are responsible for ensuring that your mobile device is locked with a passcode to ensure that only you are able to access the ALDImobile app.