

## Terms and Conditions for the Auto Recharge Service

There are three auto recharge services for you to choose from:

- Scheduled monthly recharge;
- Recharge on expiry; or
- Balance-based recharge

(the “**auto recharge service**”)

The terms and conditions for the auto recharge service are between you and Telstra Corporation Limited ABN 33 051 775 55 (“Telstra”).

By setting up an auto recharge service, you agree to these terms and conditions and you authorise us to charge or debit your nominated payment method in one of the following ways:

- by selecting scheduled monthly recharge, you authorise us to charge or debit a fixed monthly amount to your nominated payment method on the same day each month; or
- by selecting recharge on expiry, you authorise us to charge or debit a fixed monthly amount to your nominated payment method when your Pre-Paid unlimited talk and text inclusion expires; or
- by selecting balance-based recharge, you authorise us to charge or debit a fixed amount to your nominated payment method when your account balance reaches a level which you specify.

### **Cheque/savings recharge**

Please ensure that your financial institution can support direct debit on your nominated account(s). We require your financial institution’s BSB number and account number as shown on your statement. If you’re unsure, please check with your financial institution.

### **Sufficient funds**

You must ensure that you have sufficient funds in your nominated payment method to honour the auto recharge service. If your recharge transaction is rejected by your financial institution due to insufficient funds, Telstra will attempt to obtain funds on the following day and the recharge will not be provided until funds are obtained. For cheque/savings, if there are insufficient funds, a standard Telstra dishonour fee will apply. The amount of the fee can be obtained by calling [125 88 80](tel:1258880). Your financial institution may also impose a charge on you.

### **Changes to your credit/debit card or cheque/savings details**

Should your credit/debit card details or expiry date change or your cheque/savings details change (e.g. if your financial institution branch or account number change), you will need to cancel your existing auto recharge service and set up a new auto recharge service with your new details. You need to make these changes at least 2 days before your next auto recharge service falls due. For cheque/savings recharge, failure to do so may result in a dishonour fee. The amount of the fee can be obtained by calling [125 88 80](tel:1258880). When your credit card is close to expiring, we will let you know by sending you a text message. **Fraud**

We may take a number of steps to help protect you from fraud. These include:

- disabling your auto recharge service after 3 failed PIN attempts;

- temporarily suspending your auto recharge service if you tell us that your Telstra Pre-Paid mobile service is lost or stolen;
- suspending your auto recharge service if you tell us, or we know or suspect, that there has been fraudulent use of your Telstra Pre-Paid mobile or the auto recharge service.

### **Reversing a recharge transaction**

If you have not used a recharge amount that has been credited to your Telstra Pre-Paid mobile as a result of an auto recharge service, you can ask us to reverse the recharge transaction by contacting us on [125 88 80](tel:1258880) within 6 months of that recharge transaction. Telstra will refund the amount to the credit/debit card or cheque/savings account from which the debit was taken.

### **Disputes**

If you have a dispute regarding your auto recharge service, please contact Telstra Pre-Paid customer service on [125 88 80](tel:1258880).

### **Altering or cancelling your auto recharge service**

If you want to alter or cancel your auto recharge service, or stop or defer a specific payment, visit the self-service option that supports this feature and follow the instructions. You must make these changes at least 24 hours prior to when your next auto recharge service falls due.

### **Changes to these terms and conditions**

We may cancel or suspend your auto recharge service at any time. This may occur, for example, in the instance of rejected payments, repeat suspensions, or if we have reasonable suspicion that fraudulent information has been provided in relation to your auto recharge service. In such an event, you will receive notice from us in writing or by text message and an alternate method of payment will then need to be arranged. If we cancel this auto recharge service for any other reason, you will receive notice from us in writing or by text message 30 days prior to the cancellation.

We may change any of the terms or conditions. If the change will benefit you or is of neutral impact on you, we can make the change immediately and are not required to notify you. If the change is required by law, or it is necessary for security reasons, to prevent fraud or for technical reasons (these are called "urgent changes"), we can make this change as soon as possible, but we will try to give you 3 days' prior notice of the change. Sometimes, due to the nature of the change, we may not be able to give you 3 days' prior notice but we will give you as much notice as we reasonably can.

If we reasonably consider that the change will have a major negative impact on the majority of our customers using the auto recharge service or on a specific class of customers who use the auto recharge service in a particular way (and you are one of this class), and the change is not an urgent change as described above, we will give you at least 30 days' prior notice of the change. If we reasonably consider that the change will not have a major negative impact on the majority of our customers using the auto recharge service or on a specific class of customers who use the auto recharge service in a particular way, and the change is not an urgent change as described above, we will give you at least 14 days' prior notice of the change.

### **Privacy**

We are committed to the protection of your personal information. Any information provided to us will be treated in accordance with applicable laws and regulations. Your account information will be dealt with in accordance with the applicable laws and the Telstra Privacy Policy, amended from time

to time, found at <https://www.telstra.com.au/privacy/privacy-statement>. Telstra may use and disclose your account information to your credit/debit card provider to verify the card details that you provide to us in order to process your auto recharge service and to investigate any possible incorrect payments.

If you require further assistance, please do not hesitate to contact us any time on [125 88 80](tel:1258880).