



Billing and Payment Policy

This is the Billing and Payment Policy of the Konec Mobile Pty Limited ABN 34 650 761 667 and forms part of the Service Terms on which we provide Services.

Konec Mobile 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 Konec Mobile service can be purchased and recharged using the following payment methods:
 - a) in store – buy a SIM Pack using a payment method offered by the store
 - b) online, mobile App and over the phone to our call centre using Visa or MasterCard credit/debit card

2. RECHARGE USING VISA OR MASTERCARD DEBIT OR CREDIT CARD

- 2.1. You can recharge your service using your stored Visa or MasterCard credit or debit card:
 - a) by an online payment through your Konec Mobile account
 - b) by mobile app through your Konec Mobile account
 - c) by enabling the auto recharge facility in your Konec Mobile online account/app
 - d) over the phone to our call centre.

3. BILLS AND INVOICES

- 3.1. Every time you purchase a SIM card or recharge from our website, app or Call Centre, an invoice will be generated and issued to your account.
- 3.2. We do not send invoices to you; your historical invoices can be accessed through the website by logging in to Konec Mobile account or via App.

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 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 service in any way. We may also terminate your service without notice when fraud has taken place.
- 4.3. We may limit the number of times you can change the payment details on your account.

5. DISHONOURED RECHARGE TRANSACTIONS

- 5.1. If your recharge or new order transaction is dishonoured or rejected by your financial institution, Konec Mobile 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 reversal takes place, we may debit your nominated payment 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 us on 1300 4 KONEC (1300 456 632)

6. STORING YOUR PAYMENT DETAILS ON YOUR ACCOUNT

- 6.1. When you store your credit or debit card details on your Konec Mobile account; you are authorising that:
 - a) You are the owner of the payment method and authorised to make purchases using it.
 - b) the payment method can be used for purchases and recharges made through the website app and our Call Centre, including where you have enabled auto recharge on a plan. Any request to recharge your Konec Mobile service through these channels is deemed as authorisation to use your credit or debit card details for payment.
- 6.2 You can remove your payment details at any time through your Konec Mobile online account or App.

7. PRIVACY

- 7.1. Your payment details are collected and stored in line with our Privacy Policy, as amended from time to time and can be found at: <https://www.konec.com.au/policies>
- 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 Konec Mobile app.