

Accounts and Billing - Important Information.

We want to do everything we can to ensure our customers' mobile services are renewed on time and that no customer goes without their connection unexpectedly.

For this reason, we have developed this guide to be as transparent as possible about our mobile service renewals, when they happen and more importantly when they won't.

What type of service do you offer and why does it matter?

Better Life Mobile services are offered on a 'pay in advance basis'. This means that you have the freedom to renew your service (or not) and you're not tied into a contract. It also means, payment must be received by us prior to the renewal date each month if you want to renew for another month.

Our pay in advance mobile services means you can be assured you won't be charged for anything over and above what you have paid in advance for your mobile service. No nasty bills later on or nasty surprises.

Our Customers can join us without a credit check as we don't provide a line of credit and our services don't impact your credit history either.

Our plans are set up this way because we believe everyone equally deserves access to a reliable and safe mobile service regardless of your background or credit history and we don't want to create or encourage debt for our customers who can't pay.

When should I make payment to ensure my mobile service is renewed?

If you do not have an automatic payment set up from a debit or credit card, we recommend that you arrange for payment to be made to us at least 2 days prior to the renewal. This will allow for interbank transfers and for our accounts team to process the payments onto customer accounts internally also.

Please remember if there's a bank holiday you need to allow extra time for this.

Our payments are processed at 2pm each day and accounts are updated at 7pm each night. This means if you make a payment to us before 2pm, we'll be alerted to it at 7pm that night. If you make a payment to us after 2pm, we won't get an alert until 7pm the next evening.

Of course if you have proof of payment we welcome your email or call to fast track your renewal if you missed the time above.

How do I know when my renewal date is?

To make things as simple as possible, we introduced 'per calendar month' renewals for our customers. This means that your renewal date is the same day each month ie: 12th March, 12th of April and so on.

This helps customers to remember when payment is due as the day doesn't change.

If you have requested that we change the renewal date, we will email a confirmation to you which contains the new renewal date.

Please note: your service renewal occurs at the very start of the day not the end. As an example, if your renewal date is the 3rd, you can expect your service renewal to occur 1 minute into the day of the 3rd. This is why your payment needs to have cleared before this.

How will you notify me about my account?

Automatic Debit or Credit card payments

If you have an automatic credit or debit card set up, our secure payment system (Eway) will always send you a transaction receipt. This will tell you if the transaction has been successful or not.

In the event of an unsuccessful transaction, the receipt will contain details of why it couldn't be processed and contains a link to our self-serve facility to re-process the transaction which you are welcome to use.

Automatic card deductions typically occur 2 days prior to your renewal date to allow for rectifying failed transactions and expired card etc., ensuring we can sort out any payment problems in time for your service renewal.

If you haven't re-processed a failed transaction, we will attempt to reprocess it for you in the afternoon prior to your midnight renewal.

If this 2nd attempt fails, we will email you letting you know and ask you to contact us ASAP to ensure payment has been processed before the renewal that night (midnight).

Other payments –Direct Deposits and card payments you processed.

This is where you make a direct deposit to us from your bank account to ours either electronically via your internet banking, through our payment gateway on our website or in a bank branch.

Where you elect to make your own arrangement to pay each month, we will email you a courtesy reminder 5 days prior to your renewal. This email serves only as a reminder and is sent regardless of your account balance. It is not a request for payment.

If you've already made payment or your account is in credit you can ignore this email.

If you'd like us to turn off these reminders we can do so. Please just let us know.

Please note the above mentioned clearance times. If your payment has not cleared through our accounts in time, your service will not be renewed on time.

We will email you on the afternoon before your service is due to be renewed to let you know that your payment has not reached us in time for your renewal.

It is important that you reference your payment with your mobile number (in the 'payee' reference field) when making a direct deposit. This will ensure the payment automatically allocates to your service account at Better Life. If you do not do this, we will not know who the payment belongs to and this could lead to a delay in renewing your service.

Please note, under no circumstances can we retrieve a mobile number if you have not renewed the service within that 3-month period.

What happens if I pay at a later date?

If you make a payment to us anytime inside of three months from your last renewal, subject to account processing times as mentioned above, we will renew the service and email you a notification with your new monthly renewal date.

If you had an automatic payment set up previously, we will adjust this to the new dates for you.

Will I still have service if I don't renew my plan?

Unlike other providers, if you have chosen not to pay to renew your service you will still have some limited access for up to three months.

- People will still be able to call you.
- You will have up to 3 emergency SMS you can use.
- You can still call 000 emergency services
- You will be able to call Better Life Mobile on 1525 or 03 9018 5349

You will not be able to use data, access voicemail or make standard calls, SMS (more than 3) or MMS.

What happens if I pay my account early?

If you make a payment to us at any time prior to your renewal date, the amount you paid will sit on your account at Better Life until your renewal date.

We will not bring forward your renewal date unless you have specifically asked us to.

Can I pay for multiple months in advance?

You can pay any amount you like onto your Better Life account. Any credit will remain and be deducted on each renewal date for you. If you need to know how much credit you have left on your account, please contact us via email or phone.

What happens if I choose not to renew my service?

If you do not pay for your service for the following month, we will hold your mobile number for you for a maximum of 3 months. After three months, your mobile number will be placed into quarantine and cancelled.

Will you send me a Bill?

Because your service is paid in advance, you're not billed for actual usage after the month. For this reason, the amount you pay is always the same. No nasty surprises or extra charges!

If you do not have an automatic payment set up, we can send you a payment reminder 5 days prior to your renewal and electronic invoices are available on request.

We do not send paper bills or invoices.

Refunds

We are unable to offer refunds for partially used months or payments for annual plans.

If you have overpaid and your account is in credit, you may be able to obtain a refund.

Refund requests must be made via email to support@betterlifemobile.com.au and must go back to the person, and the account which made the payment.

Storing your Credit Card Information

Better Life Mobile uses the Eway Secure Payment Processing Platform. Eway is one of Australia's most trusted secure payment systems responsible for approximately 25% of all online transactions in Australia.

Once your Credit or Debit card details are entered via our website or over the phone with one of our team members, it's important for customers to know that the card number is then encrypted and can't be read even by our staff. We are only able to see the first and last 4 digits, and your card expiry.

The merchant system allows us to re-charge your card for you without seeing the card details.

Your credit card and personal information is protected as per our Privacy Policy.