



Account Credit and Top-Up Settings

Santiago Garcia - 2024-04-10 - Manage Billing

Account Credit and Top-Up Settings

If you are on a pay-as-you-go calling plan, each call you make and each service you purchase will be deducted from your account balance. So, if your account balance is \$10.00, every time you make a call this is deducted. Once you reach your specified threshold, your account can be automatically topped-up with a payment made via your saved credit card.

If you do not have your account set to automatically top-up you risk losing the ability to make outbound calls. This includes any calls that you may have forwarded to mobile numbers as these are outbound calls.

On a pre-paid calling bundle, this may not include international calls and/or calls to 13/1300 numbers. So you will need to have credit on your account to make these calls. Setting an auto top-up will ensure your credit is added to your account if you go over the calling allowance in your bundle.

We recommend setting this to ON.

1. Select **Billing**.
2. Select **Manage Billing**.
3. Toggle to **enable the option** "Auto top up my account when my balance drops below the balance threshold."
4. Define the **Balance Threshold, Top-up amount, and Maximum per week**.
5. Click on **Save** to update settings.

