

gotalk Top Up:

- **What Automated Top Up Options can gotalk offer me?**
 - gotalk has two automated top up options which allow to recharge your gotalk pre-paid service. These are gotalk Auto Top Up and gotalk ezi Top Up.
 - By registering for one of the gotalk automated top up options, you are allowing gotalk to debit your credit card account by the amount and at the frequency you specify (as described in more detail below).
 - Only gotalk prepaid, gotalk VIP and gotalk ezichat customers are eligible to register for these gotalk services (as described in more detail below).
- **What is gotalk Auto Top Up?**
 - gotalk Auto Top Up is a web based recharge system that must be managed either online via My Account at www.gotalkmobile.com.au/myaccount or by calling gotalk Customer Service on 1800 GOTALK (1800 468 255). You can also change or cancel your gotalk Auto Top Up settings by logging into My Account, at www.gotalkmobile.com.au/myaccount or by calling gotalk Customer Service on 1800 GOTALK (1800 468 255).
 - With gotalk Auto Top Up you can choose any of our **Standard, Flexible or Low Balance** automatic top up options as follows:
 - **Standard** under this option the frequency of Auto top up is determined by the recharge value you have chosen and will range from 15, 30 or 45 days.
 - **Flexible** under this option the frequency of Auto top up is determined by the maximum credit balance you wish to maintain and will range from 15, 30 or 45 days.
 - **Low Balance** under this option, a gotalk Auto Top Up will be performed whenever your credit balance is \$5 or lower.
 - Active gotalk prepaid, gotalk VIP and gotalk ezichat customers are eligible to register for gotalk Auto Top Up. If you run out of credit before your gotalk Auto Top Up you will need to perform either an online or a manual recharge if you wish to use your prepaid service before your next gotalk Auto Top Up takes place.
 - To register, follow the steps set out in this page.
- **What is gotalk ezi Top Up?**
 - gotalk ezi Top Up allows you to recharge your gotalk pre-paid service by email and in the case of gotalk prepaid mobile customers by SMS or email.
 - With gotalk ezi Top Up, you can choose when to top up. When your balance gets to \$5, gotalk will notify you by email or SMS (as applicable) informing you that your balance is low. If you would like to recharge, reply "Yes" to the email or SMS (as applicable). gotalk will then top up your account with the top up amount you selected when you registered (or any other amount you may change it to from time to time).
 - Active gotalk prepaid, gotalk VIP and gotalk ezichat customers are eligible to register for gotalk ezi Top Up but only active gotalk prepaid mobile customers are eligible for the SMS facility.
 - To register, follow the steps set out in this page.
- **How do you register for and use gotalk Auto Top Up and gotalk ezi Top Up?**
 - You can register for gotalk Auto Top Up and gotalk ezi Top Up either online via My Account at www.gotalkmobile.com.au/myaccount or by calling gotalk Customer Service on 1800 GOTALK (1800 468 255). When you register, you need to specify the top up option you wish to use and the amount by which you want to recharge.
 - You can also change or cancel your top up settings by logging into My Account, at www.gotalkmobile.com.au/myaccount or by calling gotalk Customer Service on 1800 GOTALK (1800 468 255).
 - Setting up, editing or cancelling gotalk Auto Top Up and gotalk ezi Top Up may take up to 48hrs to take effect. Please note that in the case of gotalk Auto Top

Up, as you can choose to make such changes at a time which is most convenient to you and keeps your costs to a minimum, any pending gotalk Auto Top Up payments scheduled to take place before the change takes effect will still be processed and no refunds will be made of any gotalk Auto Top Up payments which occurred during that time.

- We recommend that you ensure you have sufficient credit in your prepaid service to cover your usage for 72 hours in case any automatic top up recharge is delayed. gotalk will not be liable to you for any delay or failure in gotalk Auto Top Up or gotalk ezi Top Up where such delay or failure is due to any reasons outside gotalk's reasonable control.
- **What if my Credit Card Limit has been exceeded?**
 - You must have sufficient funds available on your chosen credit card account on the day your gotalk Auto Top Up is due or your gotalk ezi Top Up occurs (as the case may be).
 - If a gotalk Auto Top Up or a gotalk ezi Top Up payment from you to gotalk is not successfully processed on the first occasion, gotalk reserves the right to attempt to re-draw at such times as gotalk reasonably decides. Your financial institution may charge you a fee for any such re-draw.
 - We will keep information about your financial account confidential, except to the extent necessary to resolve any claim you might have in relation to your gotalk prepaid service, your gotalk Auto Top Up account or your gotalk ezi Top Up account (as the case may be).
- **How can I cancel my gotalk Auto Top Up or gotalk ezi Top Up and what if I forget to cancel?**
 - You can cancel your gotalk Auto Top Up or gotalk ezi Top Up settings by logging into My Account, at www.gotalkmobile.com.au/myaccount.
 - If you wish to stop using your gotalk prepaid service but forget to cancel your gotalk Auto Top Up, your scheduled gotalk Auto Top Up payments will still be processed. As gotalk has no way of identifying that you forgot to cancel, no refunds will be made of any gotalk Auto Top Up payments which occurred during that time.
 - If you wish to stop using your gotalk prepaid service but forget to cancel your gotalk ezi Top Up, please do not reply "Yes" to any top up reminder you may receive. As gotalk has no way of identifying that you forgot to cancel, no refunds will be made of any gotalk ezi Top Up payments which occurred if you reply "Yes".
- **How can my gotalk Auto Top Up or gotalk ezi Top Up be cancelled by gotalk?**
 - gotalk Auto Top Up or gotalk ezi Top Up may be cancelled by gotalk if your credit card payment request is dishonoured on three or more occasions.
 - gotalk Auto Top Up or gotalk ezi Top Up may also be cancelled if gotalk reasonably believes that you have engaged in fraud or if you notify gotalk that your prepaid service has been lost or stolen.
- **What if I lose my prepaid service or if it is stolen?**
 - If you lose your prepaid service or if it is stolen, you must either cancel your gotalk Auto Top Up or gotalk ezi Top Up online via My Account or notify gotalk so gotalk can cancel on your behalf. You can contact gotalk either by:
 - Phoning gotalk on 1800 GOTALK (1800 468 255); or
 - Writing to gotalk at 183 Varsity Parade, Varsity Lakes, Robina, Qld 4227.As gotalk has no way of identifying that you have lost your prepaid service or it has been stolen, no refunds will be made of any gotalk Auto Top Up or gotalk ezi Top Up payments which occurred between the time of loss or theft and the date of cancellation or notification to gotalk (as the case may be).
- **Where do I find out more?**
 - To find out more about gotalk Auto Top Up please visit www.gotalkmobile.com.au/autotopup

- To find out more about gotalk ezi Top Up please visit www.gotalk.com.au/ezitopup