

## **Crazytel Mobile Hybrid Billing Policy**

### **Overview**

**CrazyTel Mobile operates on a "Hybrid Pre-Paid" billing system, which differs from both traditional pre-paid and post-paid mobile plans. This document outlines the key requirements and procedures for account maintenance and service continuity.**

### **Service Continuity**

#### **Unlike traditional pre-paid plans:**

- Your service automatically continues month-to-month
- Monthly billing occurs automatically until you either:
  1. Cancel your service, or
  2. Port your number to another provider
- There is no need to manually renew or recharge your service each month

### **Account Requirements**

To activate and maintain an active SIM card plan with CrazyTel Mobile, customers must:

1. Enable Auto Top-Up on their account
2. Maintain a positive account balance

### **Billing and Charges**

- Plan fees will be automatically charged to your designated Auto Top-Up payment card if your account balance is insufficient to cover the plan fee amount
- Any charges not included in your plan will be deducted from your pre-paid balance
- When your pre-paid balance reaches the Auto Top-Up threshold or becomes negative, the system will attempt to process an Auto Top-Up payment

### **International Calling Protections**

#### **For your financial protection:**

- International calls may be suspended if usage exceeds \$200 within a single billing cycle
- This suspension will remain in effect until the start of your next billing cycle
- This measure is designed to protect customers from unexpected high charges
- Regular service will automatically resume at the start of the next billing cycle

## Service Suspension

### In the event that:

1. Auto Top-Up payment fails, AND
2. Your account balance becomes negative

**The system will automatically suspend all outgoing SMS messages and calls on all SIM cards associated with your account. Important notes regarding this suspension:**

- This suspension is implemented through an automated system
- The suspension process cannot be overridden by CrazyTel staff members
- This policy applies universally, including during Telecommunications Industry Ombudsman (TIO) complaints
- The automated suspension process cannot be altered or modified under any circumstances
- This is a technical system limitation, not a discretionary policy

## Financial Hardship

We acknowledge that customers may experience financial difficulties from time to time. However, due to technical system constraints:

- Outbound calls and SMS services cannot be enabled while:
  1. Auto Top-Up is disabled
  2. The account balance remains negative
- This limitation is due to technical system requirements and cannot be overridden, even in cases of financial hardship
- Customers experiencing financial difficulties are encouraged to contact our customer service team to discuss available options

## Important Notes

- This suspension policy is automated and applies uniformly to all accounts
- Service restoration requires bringing the account balance to a positive status
- The Auto Top-Up threshold is set according to your specific plan details
- Ensure your Auto Top-Up payment method remains current to avoid service interruption

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