

# ALLTEL BILLING PROCESS

## 1 3rd\* of the month



Emails and SMS are sent out to notify you that your Alltel account is available to view online.

## 2 10th\* of the month



Your account is automatically direct debited.



If your direct debit is unsuccessful you must complete your outstanding payment through My Alltel.

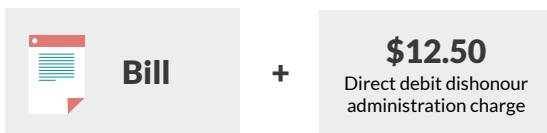
If you have misplaced your log-in details, give us a call on [1300 255 835](tel:1300255835).

Remember, you can pay your account for the 10th of the month via credit card, Bpay or direct bank transfer\*\*

## If your Direct Debit is dishonoured or account unpaid

If you are experiencing financial difficulty, please call us on [1300 255 835](tel:1300255835) to discuss in confidence how we may be able to help.

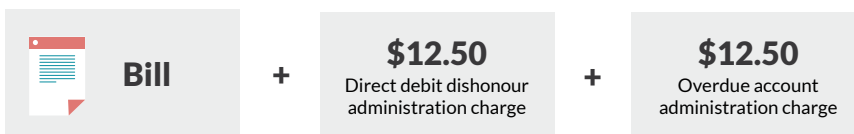
### 1 10th\* of the month



If your direct debit fails, an email and SMS are sent advising your account is pending suspension

**If you do nothing, your services will be suspended.**

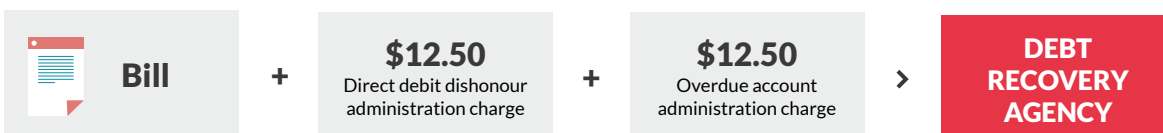
### 2 24th\* of the month



Your services have now been suspended. Please pay your account to get your services reconnected.

**Re-connection charges may apply.**

### 3 26th\* of the month



If you are experiencing difficulty, please call us on [1300 255 835](tel:1300255835) to discuss in confidence how we may be able to help.

**Re-connection charges may apply. If you do nothing, your account will be referred to our debt recovery agency.**

All email and SMS notifications are sent to the email address and mobile number you provided on your application. If these have changed, please call us on [1300 255 835](tel:1300255835).

\* Dates may vary

\*\* All accounts must have a direct debit in place

