BILLING AND PAYMENT INFORMATION

- ## BILLING

We will generate your bill on 2nd of each month and send by email or post whichever selected for your usage in the previous month. Access fees are charged monthly in advance.

Billing Cycle	Bill Issued By	Payment Due Date
Calendar Month	2nd of Every Month	10th of Every Month

- ## How do I pay my bill?

You can pay your AQUA Mobile bill in a number of ways. The easiest and most convenient way is to register your credit card for direct debit. We accept Visa and Master card and will debit your nominated card. You can call us to add your credit card for direct debit details.

You also pay in the following ways:

- Online by logging into your MY AQUA Mobile account and paying by credit card
- Calling us on (03) 8400 5212 and paying by credit card
- Electronic Funds Transfer (EFT) to our bank account – Please refer to your bill for details
- In person at any West Pac branch to our bank account – Please refer to your bill for details
- B-Pay - Please refer to your bill for the details

For the brief information – please check the Sample Invoice

- ## BAR / UNBAR SERVICE

AQUA Mobile has developed a barring system to assist you in managing the cost of your bills. This service is not guaranteed due to a 48 hour delay in call records. AQUA Mobile will send you a courtesy SMS advising you of your usage when it has reached 50% 80% and 100% of your Monthly limit. Once you have exceeded 100% of your inclusions, the bar may be placed on your service. Should your account be barred due to overspend, you will need to contact our customer service department as soon as barring occurs to make a payment to unbar your account.

- ## What happens if I exceed my included plan value?

If you exceed your monthly value you have to pay accordingly – Please refer to the Plan Critical Information.

- ## What if I want to query my bill?

If you have any question/concern about billing – you can contact with us on (03) 8400 5212 or email on support@aquamobile.net.au