

Accounts and Billing

Declined payment fees & late fees

Last Updated: June, 20, 2024.

For credit card declined payments

If your credit card or automatic bank debit is declined on the due date, then you will be charged a single \$10 late fee for that month. Subsequent declined payments during that same billing cycle will not incur extra fees.

How to avoid declined payment fees

It's advised to be proactive with your account. We understand financial difficulties and hardships can occur so please contact our team. We are here to assist.

If you know that your payment will be declined on the debit date, just contact our Customer Service Team at support@unwired.com.au prior to the debit date. We can arrange a payment plan to prevent the system from withdrawing money from your account until it's available.

If you require a longer payment plan or are experiencing financial hardship, then please contact Customer Service. We will then speak with you to discuss a payment plan that is more suitable.