

Schedule 1 - Automatic Top Up

1 The Customer can activate the Automatic Top Up service by logging in to myTTNC. It can be activated either by topping up, when the Customer will see an option to activate the service, or by allocating a saved card on their Account for the Automatic Top Up service.

2 Please note, if activated whilst topping up, the first payment will be made with the initiating transaction. It will be active as soon as this payment has been processed. In the case of activating by allocating a saved card, it will be active as soon as the change is confirmed by the Customer. By default, the Threshold shall be set at £5.

3 The Customer can change the amount of its Automatic Top Up, the Threshold on their account or the credit/debit card that is debited via myTTNC.

4 The Customer can email TTNC's customer services at support@ttnc.co.uk who will also be able to make amendments to the amount for any Automatic Top Up, the Threshold on the account or the credit/debit card that is debited.

5 If the Customer's credit or debit card details change at any time, the Customer should contact TTNC immediately or add the new details to their Account using myTTNC. If the Customer does not do this, payments to the Customer's Pay As You Go account may fail meaning that the balance will not be topped up. This may in turn lead to disruption to the Customer's Service.

6 By activating the Automatic Top Up service, the Customer confirms that the credit/debit card being used belongs to the Customer. Any credit/debit card used for the Automatic Top Up services will be subject to validation checks and authorisation by the Customer's card issuer. The Customer's details will be passed to third parties for the purposes of carrying out these checks and reporting any fraudulent activity.

7 TTNC is entitled to suspend or terminate any Customer's Automatic Top Up service at any time for any reason and will give the Customer reasonable notice of this where possible.

8 TTNC reserves the right to amend or vary the terms of this Schedule 1 or to withdraw the Automatic Top Up payment methods at any time on reasonable notice.

9 TTNC cannot be held responsible for payment failures or payment errors caused by third party software or third party systems.

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