

How to turn off Autopay for your Monthly Prepay Travel SIM/eSIM

Welcome to New Zealand's fairest telco

Turning off Autopay

You may choose "Autopay" instead of "Top up". 2degrees will then automatically debit your credit or debit card for your plan each month.

You must turn off Autopay when you leave New Zealand or you will continue to be charged automatically each month.

Choosing to Stop your plan will also pause Autopay until you start a new plan.

1. To turn off Autopay in the 2degrees App or website

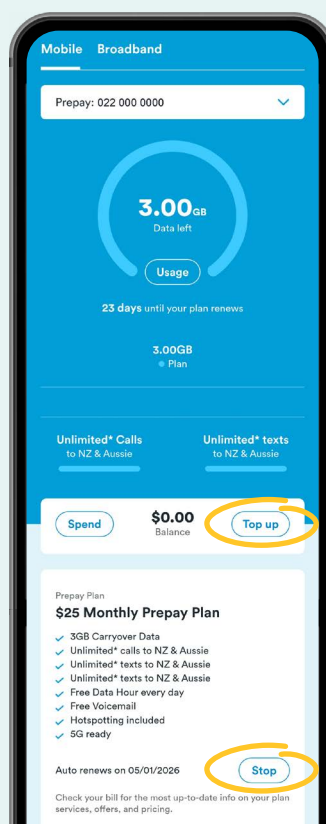
1. Open the App or sign into the My 2degrees website.
2. Tap on the Top up button.
3. Tap on Autopay.
4. Tap on the Turn off Autopay button.
5. Alternatively you can call Customer Care (200) free from your 2degrees mobile or call 0800 022 022 free from any NZ landline.

2. To stop your plan in the 2degrees App or website

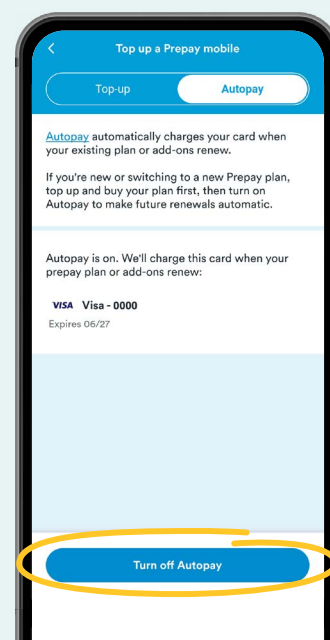
6. Open the App or sign into the My 2degrees website.
7. Scroll down to your plan and tap on the Stop button (app) or Stop auto-renewal button (website).
8. Alternatively you can call Customer Care (200) free from your 2degrees mobile or call 0800 022 022 free from any NZ landline.

What to do if you've left New Zealand and deleted the app or forgotten your 2degrees number

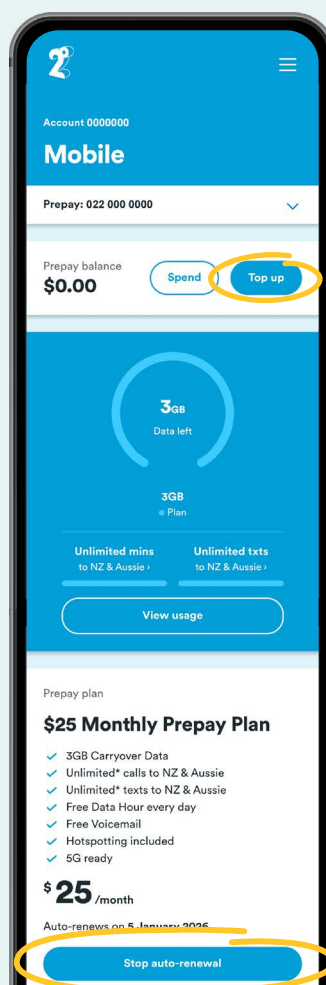
1. Reinstall the app or go to the My 2degrees website.
2. Sign in using your email address.
3. If you've forgotten your password use the Forgot Password link to reset your password.
4. Follow the instructions above for turning off Autopay.
5. Alternatively you can call Customer Care on +64 22 200 2000 and they will assist you.



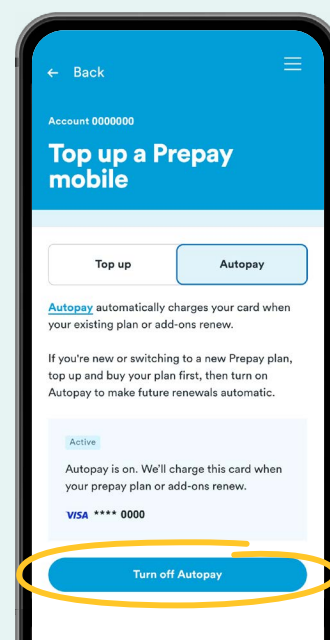
App: Choose Top up



App: Turn off Autopay



Website: Choose Top up



Website: Turn off Autopay