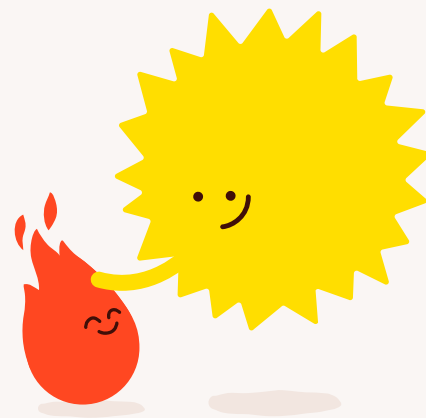


Payment Adequacy? Let us explain.



What is it?

Checking to see if the amount you're paying is right or not.
It's as simple as that!



How do we make sure you're paying the right amount?

By reviewing your payments every time we bill your account.



What if your usage is higher than your payments?

- We help you plan ahead by writing to let you know your payments need to increase.
- Similarly, we will write to you if the credit amount you have built is too small to avoid falling into debt.



How to bring your account back to happy health.

- By increasing your payments to pay off the debit balance over 12 months.
- By making a one-off payment to clear the debit balance and increasing your monthly payment to match your ongoing usage.

You're always in complete control and we'll never make changes to your payments without your permission, we like to think of this as one small step towards financial sustainability.

Looking for more info?



Remember, you can always get in touch if you have any questions or having trouble understanding your bill, our [FAQs](#) are also super helpful. You can also find us on [Twitter](#) and [Facebook](#) or visit our [community](#) where common questions are answered. Talk soon!

**e-on
next**