

# ONLINE BILL TERMS AND CONDITIONS.



**Effective date 19 June 2023**

It's wonderful that you've decided to sign up to receive your bill via email ("Online Bill"). By signing up to receive an Online Bill, you agree to these Terms and Conditions.

## 1. ONLINE BILL

You can choose to receive your monthly Mercury bill (statement / invoice) via email (Online Bill) by selecting the option in My Account, the Mercury app, or by letting us know via phone or email. This preference may also be selected at the point at which you signed up with us.

From the date that you opt-in to Online Bill we will begin to send your monthly bill to you via your nominated email address.

You can update your preferred email address or unsubscribe from Online Bill at any time by updating your preferences in My Account, the Mercury app, or by letting us know via phone or email.

You will be deemed to have received any bill or other notice sent to your email address 24 hours after we have sent it. We will not be responsible if the bill is not received by you but if we become aware of Online Bill emails sent to your email address not being received; we will revert to sending bills to you by post instead of by email.

## 2. SECURITY

You are responsible for ensuring that all information that you provide to us (including your email address) is correct, complete and up-to-date. You must advise us as soon as possible if your email address changes.

We will not be liable for any damage, loss or expenses, or indirect losses or consequential damages of any kind, suffered or incurred by you in connection with your use of Online Bill.

We may at any time with reasonable notice withdraw or suspend your access to receiving an Online Bill. We may suspend or withdraw your access to Online Bill at any time without notice if you breach any of these Terms, you have acted fraudulently or we consider we have other reasonable grounds to do so.

## 3. CHANGES TO SERVICES AND TERMS AND CONDITIONS

We may vary, suspend, modify these Terms, or cancel the Online Bill service in its entirety at any time. Any changes will be made in accordance with the Change and Notice provisions in our General Terms and Conditions.

## 4. GENERAL

If there is any inconsistency between these Terms and any other terms, these Terms will prevail, but only to the extent required to resolve that inconsistency.

Mercury's **General Terms** apply.

These Terms and Conditions are governed by New Zealand law.