



Online OnTime payment discount terms and conditions

The Online OnTime payment discount (OLOT) rewards customers with a payment discount, for receiving an electronic bill, and paying electronically in full and by the due date.

1. OLOT is not available in all regions of New Zealand. An up-to-date list of applicable regions is available from www.contact.co.nz or from our call centre (0800 80 9000).
2. OLOT is available to customers for their residential end-use premises who:
 - a. are registered for Online Services and Online Billing; and
 - b. pay their energy account by direct debit, SmoothPay, internet, or telephone banking, without using a credit card, pre-loaded debit card or debit card; and
 - c. pay their account in full and by the due date.
3. Your OLOT discount will be included on your next bill, once you have registered for Online Services and Online Billing, and have let us know you will pay electronically by advising a Contact Customer Service Representative or filling out our online form for OLOT.
4. If you don't pay your account in full by the due date using one of the payment methods described, your payment discount will not be awarded.
5. You will remain on the OLOT payment discount until either:
 - a. you advise us that you want to opt-out, and return to the Standard Prompt Payment Discount or another payment discount you are eligible for, or
 - b. Contact removes you from OLOT for a material or continued breach of these Terms and Conditions, or our general Terms and Conditions of Supply.
6. Your eligibility to receive OLOT is based on information known at the time that OLOT is applied to your account. If this information is later shown to be incorrect, and it affects your eligibility for OLOT, you will cease to be eligible for OLOT and will be returned to our Standard Prompt Payment Discount.
7. OLOT is available to customers for their residential end-use premises, on their electricity and natural gas charges, unless specified differently in your confirmation letter or welcome letter. It does not apply to other charges such as service fees.
8. OLOT does not apply to charges for prepaid electricity or Time of Use charges.
9. OLOT is available at Contact's absolute discretion, and may not be available to all premises.
10. OLOT is not available with any other special pricing offers or discount products from Contact (such as Contact's DualEnergy™ discount).
11. Contact reserves the right to change these terms and conditions at any time.