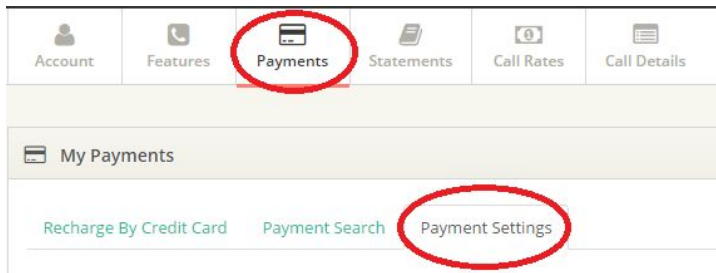# MondoTalk - Recharge Instructions

1. Log onto your My Account web pages with your **Parent account**. This is located in the top right corner of our website. http://www.mondotalk.com/
2. If you have not logged onto this page before then you will need to complete your account details.
3. Now you have two options **PAY MANUALLY EVERY TIME** or **AUTO PAY.**
4. If you choose to **PAY MANUALLY EVERY TIME** then you need to setup the your alarm value balance.
5. It is HIGHLY advisable that you follow our recharge formula further below this document to ensure you have enough buffer on your ccount.
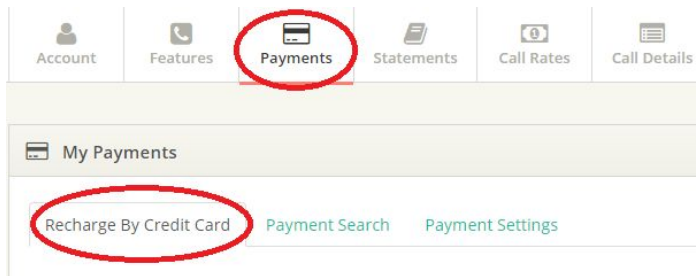
AUTO PAY

1. Click on "Payments" then "payment settings".

2. Read the MondoTalk policy, then select "Yes" afterwards.
3. Enter the required details. Please take note of the points below.
   a. Once the balance drops to - Is the field you enter the trigger for the auto-recharge.
   b. Auto Charge Amount - This is what the system will charge your credit card EXC GST.
   c. Send Statement to - Is where the tax receipt for the auto-recharge will be sent to.

PAY MANUALLY EVERY TIME

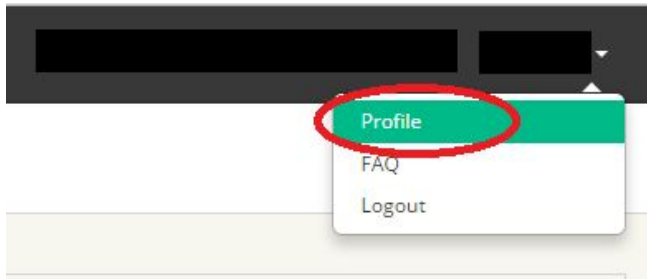1. Click on "Payments" then "recharge by credit card".

2. Enter the required details.
3. Click on pay now. The system will charge your credit card and:
   a. Apply the credit on your account in real time.
   b. Send a tax receipt to the email address saved on your account.
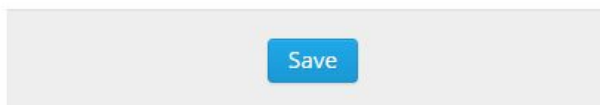
SETTING UP ALARM VALUE BALANCE

For customers who chooses to **PAY MANUALLY EVERY TIME** it is must to setup your alarm value balance. This will generate an email informing you that it is time to recharge your account.

1. Once you are logged in to your account. Click the drop down arrow right next to your account number on the upper right hand corner.

2. If this is your first time loggin in, please complete your profile accordingly.
3. Scroll down to the bottom of the page then input your alarm value balance. For example if you set it to $100 it will trigger a low balance reminder to your saved profile email every time your balance goes down below $100.

RECOMMENDED RECHARGE FORMULA

AUTOPAY CUSTOMERS
Once the balance drops to = 1.2 x Monthly Charges
Auto Charge Amount = 1.2 x monthly charges + 10 x number of handsets

Example:

    Factors:

    $100 monthly fees
    6 handsets

    Recharge prompt - 1.2 x $100 = $**120**
    Recharge amount - 1.2 x $100 + 10 x 6 = $**180**

PAY MANUALLY EVERY TIME CUSTOMERS
Low balance reminder = 1.5 x Monthly Charges
Recharge amount = 1.5 x monthly charges + 20 x number of handsets

Example:

    Factors:

    $100 monthly fees
    6 handsets

    Balance Alert- 1.5 x $100 = $**150**
    Recharge amount - 1.5 x $100 + 20 x 6 = $**270**