

Frequently Asked Questions (FAQs): Apple Direct Carrier Billing (DCB)

- 1. What is Carrier Billing?**
 - a. Apple Carrier Billing enables [CARRIER] customers to purchase apps, games, movies, music and more while paying for them through their postpaid bill or prepaid balance.

- 2. Why should I sign-up?**
 - a. Using the service is simple. All your bills will come together in one place, which makes paying for them easier.

- 3. How does it work?**
 - a. Once you have chosen and confirmed Carrier Billing as your preferred payment option in your Payment Settings, all your purchases will be charged to your mobile phone bill. The purchase flow will remain the same as with any other payment method – you still have to confirm your purchase with Touch ID, Face ID or passcode.

- 4. How do I sign-up?**

[Click here](#) to add your mobile number as a payment method or follow the steps below:

 - a. Go to Settings on your iOS device, tap on your Apple ID and select Payment & Shipping.
 - b. Tap on Add Payment Method.
 - c. Select Mobile Phone, enter your mobile number and tap Done.

- 5. Which devices can I use with Carrier Billing?**
 - a. You can only set-up Carrier Billing as your payment method from your iPhone, iPad or Mac. Once set-up, you can make purchases from any of your Apple devices.

- 6. What can I purchase with Carrier Billing?**
 - a. You can purchase any type of content available on Apple Services – this includes apps, games and in-app purchases from the App Store, movies and TV shows from Apple TV; as well as Apple Music, Apple Arcade, Apple TV+ or iCloud subscriptions.

- 7. I have multiple Apple devices using the same Apple ID. Can I disable Carrier Billing for specific devices?**
 - a. No, you will not be able to disable Apple Carrier Billing for specific Apple devices as the payment method is linked to your Apple ID.

- 8. Will I be notified after making a purchase on Apple Services?**
 - a. Yes, you will get a receipt via email from Apple for every successful purchase or subscription.

- 9. When will prepaid and postpaid users be charged for Carrier Billing purchases?**
 - a. Prepaid users will be charged immediately for the purchases; postpaid users will be charged through their postpaid bill. The transaction will reflect on the next bill statement.

10. Is it safe to use Carrier Billing?

- a. After set-up, payments will work with Face ID, Touch ID or passcode depending on your device. [Learn more here.](#)

11. What if I don't have enough funds to make a purchase?

- a. You will get an error message to let you know that your payment has failed. You can then top-up your mobile phone prepaid account and retry your purchase.

12. How can I access my purchase history for Carrier Billing?

- a. For support on purchases and subscriptions from Apple Services, please log-in at <https://apple.com/bill>.

13. How can I request a refund for an incorrect purchase?

- a. If you require support with any product or service purchased on Apple Services using Carrier Billing, please seek assistance from Apple directly by visiting <https://support.apple.com>

14. Where do I find the Terms and Conditions for using Apple Services?

- a. For Terms and Conditions, please visit <https://www.apple.com/za/legal/internet-services/itunes/za/terms.html>