

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

1. What is Carrier Billing?

Spotify Carrier Billing enables [CARRIER] customers to purchase content on the Spotify App/web while paying for them through their post-paid bill or prepaid balance.

2. Why should I sign-up?

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?

Once you have chosen and confirmed Carrier Billing/ Mobile as your preferred payment option in your Payment Settings, all your purchases will be charged to your mobile phone bill or prepaid airtime. The purchase flow will remain the same as with any other payment method, you would still need to log into you Spotify account.

4. How do I sign-up?

To add your mobile number as a payment method, follow the steps below:

- a. Go to Settings on your Spotify APP or web, select Payment.
- b. Tap on Add Payment Method.
- c. Select Mobile Phone, enter your mobile number, enter pin number and tap Done.

5. Which devices can I use with Carrier Billing?

You can only set-up Carrier Billing as your payment method from your Smartphone. Once set-up is completed, you can make purchases from any of your devices.

6. What can I purchase with Carrier Billing?

You can purchase any type of content available on the Spotify App or website.

7. Will I be notified after making a purchase on Spotify Services?

Yes, you will get a receipt via email/ SMS from Spotify for every successful purchase or subscription.

8. When will prepaid and post-paid users be charged for Carrier Billing purchases?

Prepaid users will be charged immediately for the purchases; post-paid users will be charged through their post-paid bill. The transaction will reflect on the next bill statement.

9. Is it safe to use Carrier Billing?

Internal Use

In order to activate carrier billing, you must register an account with Spotify whereby an OTP will be sent; and during choosing payment option process, another OTP will be sent. Therefore, there are user authentication steps put in place.

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

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.

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

For support on purchases and subscriptions from Spotify Services, please log into your Spotify account: <https://accounts.spotify.com/en/login>

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

If you require support with any product or service purchased on Spotify Services using Carrier Billing, please seek assistance from Spotify directly by visiting: <https://support.spotify.com/uk/article/pay-by-mobile/>

13. Where do I find the Terms and Conditions for using Spotify Services?

For Terms and Conditions, please visit: <https://www.spotify.com/dk-en/legal/end-user-agreement/>