



# **What you need to know information about our services?**

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**We hope the information below will assist you with the use of our services.**

**1. Managing your spend**

**Usage notifications:**

If you are a residential customer, we will help you control your spend by providing you with notifications via email or SMS when you reach 50%, 85% and 100% of data allowance that is included in your mobile plan or in your broadband plan.

Usage notifications do not occur in real time but with a delay of up to 48 hours after you actually reached the respective thresholds.

Usage notifications also do not include any usage that you may have consumed overseas (mobile roaming), calls and SMS to overseas destinations and calls to premium services.

**Other ways of managing your spend:**

There may be other ways of keeping your spend on track, such as barring more expensive numbers, choosing an internet plan without excess charges (which means that your speed is shaped/slowed down once you used up your included data allowance) or monitoring your spend online through our website. Please contact us for more information.

**Estimate your data usage:**

The table below may be of assistance to gain a better understanding of how much data you are using. This may help you choose the right service and avoid unexpectedly high bills. Please note that actual usage will depend on the device used, the technology used (3G, 4G) and other factors. The information below is based on averages and provides estimates only.



Email text only	30–50KB
Email with attachment, i.e. document or photo	350KB–4MB
Website viewing	1MB
Streaming video/minute	7MB(3G), 30MB(4G)
Streaming music/minute	1MB
Downloading a song	6MB
Downloading an app	30–100MB
Uploading a photo	4MB
Making a video call with an app/minute	8MB(3G), 24MB(4G)

## **Mobile Roaming:**

Your mobile service allows you to roam (i.e. use it) overseas and you must contact us to activate/deactivate mobile roaming prior to travelling outside Australia should you wish to enable/disable this function.

Charges for mobile roaming (i.e. for calls, SMS and data) are usually significantly higher than within Australia and also higher than charges for making international calls from Australia. Importantly, you may also be charged for receiving calls and SMS when using your service overseas.

Making and receiving calls/SMS overseas is not included in your monthly allowance and you will be required to pay these charges in addition to your monthly charge. Therefore, even short periods of international mobile roaming can generate a very high bill.

Please contact us if you wish to receive more information on international mobile roaming.

## **2. Your network**

Your service is provided using predominantly the Telstra network for your landline services, or part of the Telstra 4G network for mobiles. Internet services are provided through various carriers, but predominantly the Telstra backbone.

We are responsible for the service that we are providing to you, and we will be there to help in case you have any feedback or wish to complain.

To learn more about the coverage that your mobile network offers, please refer to the coverage map on our website. Please note that actual coverage depends on numerous factors, including local geographic and structural/building conditions. Therefore, we recommend, if possible, to test coverage at your specific location, e.g. using the mobile of a friend who already uses the network etc.

## **3. Paying us**

### **Your Bill:**

We will bill you monthly in advance for plan fees and in arrears for calls not included in the plan fees and your bill will be emailed to you

You can pay your bill free of charge via direct debit, direct bank deposit, credit card, cheque or BPay. No surcharges apply on any credit card, we accept Visa, Master and American Express.

### **Financial Hardship:**

Our financial hardship policy is available on our website.

## **4. Hardware and Warranties**

Where we supply hardware, e.g. a modem, IP Handset, etc., you are most likely entitled to a warranty under the Competition and Consumer Act and we are responsible for dealing with any warranty matters on your behalf with the manufacturer.

## **5. Dealing with us**

If you would like to appoint an authorised representative who deals with us on your behalf or if you wish to use an advocate, please contact us.

## **6. Feedback and Complaints**

We are here to help! Please contact us if you wish to give feedback or make a complaint. A summary of our complaint handling process is available on our website.

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