

WHAT YOU NEED TO KNOW - INFORMATION ABOUT OUR SERVICES

CONTENTS

1	MANAGING YOUR SPEND	3
2	YOUR NETWORK	3
3	PAYING US	3
4	HARDWARE AND WARRANTIES	4
5	DEALING WITH US	4
6	FEEDBACK AND COMPLAINTS	4

WHAT YOU NEED TO KNOW – INFORMATION ABOUT OUR SERVICES

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 when you reach 50%, 85% and 100% of your data allowance that is included in your broadband plan.

Usage notifications do not occur in real time but with a delay 24hrs hours after you actually reached the respective thresholds.

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

2 YOUR NETWORK

Your service is provided using the Telstra & NBN network. 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.

3 PAYING US

Your bill:

We will bill you Monthly in advance and your bill will be emailed to you. You can pay your bill free of charge via direct debit.

Financial hardship:

Our financial hardship policy is available [here](#)

4 HARDWARE AND WARRANTIES

Where we supply hardware, e.g. a modem, router, 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. If you wish to appoint an authorised representative, please use [this form](#)

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 here](#)