

WHAT YOU NEED TO KNOW - DATA USAGE

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

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 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 24-48 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 - 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)

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.