

**WHAT YOU NEED TO KNOW – INFORMATION ABOUT OUR SERVICES**

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## **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 of up to 48 hours after you actually reached the respective thresholds.

#### *Other ways of managing your spend:*

There may be other ways of keeping your spend on track, such as choosing an internet plan without excess charges (which means that your speed is shaped/slowed down/suspended once you used up your included data allowance) or monitoring your spend online through our Customer Toolbox website. ([www.netspeed.com.au/toolbox](http://www.netspeed.com.au/toolbox)) 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 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 (SD), 30 MB (HD)
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 (SD), 24 MB (HD)

### **2 YOUR NETWORK**

Your service can be provided using the TransACT network, our own Network (Longreach), or other wholesale ADSL(2+) providers including Vocus, Telstra and iiNet. Please contact us for further specific information for your particular circumstances.

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 for your standard monthly subscription, as well as monthly in arrears for plans with excess usage charges or other charges and your bill will be emailed to you.

You may also access all your bills and other transactions via our customer Toolbox ([www.netspeed.com.au/toolbox](http://www.netspeed.com.au/toolbox))

You can pay your bill free of charge via B-Pay, Money Order or Cheque. Payments made via credit card will be subject to a surcharge of 1% for Visa and Mastercard and 3% for American Express cards..

*Financial hardship:*

Our financial hardship policy is available here: [www.netspeed.com.au/cis](http://www.netspeed.com.au/cis)

### 4 **HARDWARE AND WARRANTIES**

Where we supply hardware, e.g. a modem, router, mobile phone 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 the form located at : [www.netspeed.com.au/cis](http://www.netspeed.com.au/cis)

### 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: [www.netspeed.com.au/cis](http://www.netspeed.com.au/cis)