

# INFORMATION ABOUT OUR SERVICES

## What you need to know

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

### Managing your spend

#### USAGE NOTIFICATIONS

All NBN plans come with Unlimited Data. If you have a mobile we will help you control your spend by providing you with notifications via email or SMS when you reach 50%, 85% and 100% of your data allowance that is included in your plan.

Usage notifications do not occur in real time but with a delay of up to 24 hours after you reached the respective thresholds. Usage notifications also do not include any usage that you may have consumed overseas (mobile roaming).

#### 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 use up your included data allowance) or monitoring your spend online through our website. Please contact us for more information.

#### ESTIMATE YOUR DATA USAGE

The following table may be of assistance to gain a better understanding of how much data you are using. This may help you choose the right service to avoid unexpectedly high bills.

Please note that actual usage will depend on the device used, the technology used (3G, 4G) and other factors. The following 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 KB
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 does not allow you to roam (i.e. use it) overseas and you must contact us to activate mobile roaming prior to travelling outside Australia should you wish to enable this function. We strongly recommend that you do not enable international roaming.

Charges for 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.

#### YOUR NETWORK

Your internet and IP phone services use the NBN network.

Your mobile service use the Telstra mobile 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.

In terms of mobile coverage, 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.

### Paying us

#### YOUR BILL

We will bill you monthly in advance for your fixed monthly charges (access fee) and in arrears your usage charges (if applicable). Your bill can be sent via email for free. Having your bill sent by post will attract a monthly fee of \$3.50.

Our bills have a standard format.

A credit card surcharge is applicable to any payments made by credit card. VISA / MASTERCARD attract a 1% surcharge and AMEX a 2% surcharge.

You can pay your bill free of charge via direct debit from a bank account. A non-direct debit fee of \$3.50 will apply to all other forms of payment.

### **FINANCIAL HARDSHIP**

Our financial hardship policy is available here: <https://www.tangerinetelecom.com.au/policies>

### **Hardware and warranty**

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.

### **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 on our website: <https://www.tangerinetelecom.com.au/policies>

### **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: <https://www.tangerinetelecom.com.au/policies>

### **STANDARD FORM OF AGREEMENT**

You can download a copy of our Standard Form of Agreement, which forms part of our contract with our customers, at <https://www.tangerinetelecom.com.au/policies>