



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 mobile plan or in your broadband plan.

Usage notifications do not occur in real time but with a delay of 24 hours after you actually 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 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 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.

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 refer to the information below for some basic charges in key countries.

www.optus.com.au/roaming

www.telstra.com.au/roaming

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

2 YOUR NETWORK

Your landline and DSL services are provided using the Telstra network. Your mobile phone or data services use parts of the Telstra 3G & Telstra 4G network depending on your plan.

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 our mobile plans offer, please refer to the coverage map(s) below. 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.

<http://www.telstra.com.au/mobile-phones/coverage-networks/our-coverage/>

3 PAYING US

Your bill:

We will bill you monthly in advance for fixed monthly charges and in arrears for usage charges and your bill will be emailed to you.

Surcharging Costs are 2.5% for Mastercard & Visa, 4.5% for American Express & Diners Credit Cards. Payment at Australia Post centres & EFT Transfers all incur a \$3.95 processing fee each. Cheque Payment Fee is \$9.95 . BPAY fee is \$1.25. Direct Debit is FREE! Direct Debit Dishonour Fee, Credit Card Dishonour Fee & Non-Direct Debit Fee are \$7.95 each.

Financial hardship:

Our financial hardship policy is available here:

<http://www.telecomwest.com.au/policies>

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 this form:

<http://www.telecomwest.com.au/policies>

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:

<http://www.telecomwest.com.au/policies>

7. 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:

<http://www.telecomwest.com.au/policies>