

WHAT YOU NEED TO KNOW

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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 or SMS 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 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 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. We strongly recommend that you do not enable international roaming

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

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

2 YOUR NETWORK

Your landline and business ADSL services use the Telstra network. Your Optus 4G mobile service uses the Optus 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.

To learn more about the coverage that your mobile network offers, 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.

<https://www.optus.com.au/shop/mobile/network/coverage>

3 PAYING US

Your bill:

We will bill you monthly in advance for your fixed monthly charges and features (service and equipment, mobile access fee etc) and in arrears your usage charges. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle. TelcoHQ is committed to reducing our environmental footprint and our standard method for bill delivery is email. It is free to receive your monthly bill via email. A print bill charge of \$2.95 applies to printed bills.

Our bills have a standard format. An example of one of our bills can be found here:

<http://www.telcohq.com.au/billing>

You can pay your bill free of charge via direct debit, BPay, direct deposit or at the Post Office. If paying by credit card additional charges may apply.

Financial hardship:

Our financial hardship policy is available here:

www.telcohq.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 find form the form here:

<http://www.telcohq.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.

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at www.telcohq.com.au/policies and clicking on 'Complaint Handling Policy'.

If for some reason you are not satisfied with the service received, we encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

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.telcohq.com.au.com.au/policies>