



WHAT YOU NEED TO KNOW - INFORMATION ABOUT OUR SERVICES



What you need to know

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What you need to know

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 or SMS when you reach 50%, 85% and 100% of your call/SMS value and/or 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- 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). 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.

For more information about mobile roaming please refer below link;

<https://www.acma.gov.au/Citizen/Phones/Mobile/Content-and-services/international-mobile-roaming-fact-sheet>

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.

http://www.noveltelecom.com.au/mobile_roaming/

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

2 YOUR NETWORK

Our services may use either the Optus or Telstra network. Where a product is resold from a particular Carrier, we disclose this to you in our product specifications and in the Critical Information Summary for that product. When you contract with us for a product, you will not be contracting with the original carrier (Optus or Telstra Retail). If you have any questions about the networks we use, please contact us.

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.

Click Here for [Telstra Coverage Map](#) | [Optus Coverage Map](#)



What you need to know

3 PAYING US

Your bill:

We will bill you monthly in advance / in arrears (depending on the contact with us) and your bill will be emailed/mailed (one of the agreed mode) to you.

We offer many ways in which you can pay your invoice. The enclosed sample invoice details each of the available methods. You can pay your bill free of charge via direct debit. You can also pay on line by accessing <https://novel-telecom-pty-ltd.pay.ezidebit.com.au>

Financial hardship:

Please read our Financial hardship Policy at;

<http://www.noveltelecom.com.au/home/financial-policy/>

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 download the form from our website; <http://www.noveltelecom.com.au> for additional information please refer Appointment of an Authorised Representative information available in our web or call or email us

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.noveltelecom.com.au/home/complaint_handling_process/