



WHAT YOU NEED TO KNOW:

## INFORMATION ABOUT OUR SERVICES

### Managing Your Spend

#### Usage Notifications

If you are a residential customer, we will assist you in controlling your spend by providing you with free notifications via email when you reach 50%, 85% and 100% of your monthly data allowance. Please note that the notifications do not occur in real time and can be delayed by up to 48 hours after you have reached the respective thresholds.

#### Other Methods of Managing Your Spend

There may be other ways of keeping your spend on track, such as blocking the ability to order data packs, or monitoring your spend online via logging into your account on 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 select a service suitable for your needs 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)	30KB - 50KB
Email with attachment (document or photo)	350KB – 20MB
Website viewing	1MB – 5MB
Streaming video/minute	7MB – 30MB
Streaming music/minute	1MB
Downloading a song	6MB
Downloading an app	30MB – 100MB
Uploading a photo	4MB
Making a video call with an app/minute	8MB – 24MB

### Your Network

Your service is being provided by either the NBN Co's network or our own Node1 Internet network depending on what service you have chosen to connect with. Please contact us on 08 9964 5464 if you require additional information regarding your particular circumstances.

We are responsible for the internet service that we are providing to you and are here to assist if you have any feedback or wish to make a complaint.

### Paying Us

#### Your Bill

You will be billed in advance each month and your bill will be emailed to you. You can pay your bill free of charge via credit/debit card or BPAY®.

#### Financial Hardship

Our Financial Hardship Policy is available here: <http://node1.com.au/info>.

### Hardware & Warranties

Where we supply hardware, for example a wireless router or antenna, you are most likely entitled to a warranty under the Competition and Consumer Act. Node1 Internet is responsible for dealing with any warranty matters on your behalf with the manufacturer.

### Dealing With Us

If you wish to appoint an authorised representative who deals with us on your behalf, please fill out and return the Appointment of an Authorised Representative form which can be found here: <http://node1.com.au/info>.



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## **INFORMATION ABOUT OUR SERVICES**

### Feedback & Complaints

We value your feedback. Please contact us if you wish to give feedback or make a complaint. Our Complaint Escalations Process is available here: <http://node1.com.au/info>.