

# Virtual Access

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 up to 48 hours after you actually reached the respective thresholds.

#### *Other ways of managing your spend:*

There may be other ways of keeping your spend on track, such as 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 services cannot be used overseas.

### **2 YOUR NETWORK**

Your service is provided using the Vocus (ADSL) and Optus (3G) networks.

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.

For mobile coverage information, see <http://www.optus.com.au/shop/mobile/network/coverage>

For ADSL service availability, see the ADSL product information at <http://www.virtual.net.au>

### **3 PAYING US**

#### *Your bill:*

We will bill you monthly in advance and your bill will be emailed to you. You may request that we post your bill to you for an additional fee.

You can pay your bill free of charge via direct debit, credit card, BPAY or EFT.

#### *Financial hardship:*

Our financial hardship policy is available here: [http://www.virtual.net.au/pdf/Financial hardship policy.pdf](http://www.virtual.net.au/pdf/Financial_hardship_policy.pdf)

### **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.virtual.net.au/pdf/Appointment of Authorised Representative Form.pdf](http://www.virtual.net.au/pdf/Appointment_of_Authorised_Representative_Form.pdf)

### **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.virtual.net.au/pdf/Complaint Handling Policy.pdf](http://www.virtual.net.au/pdf/Complaint_Handling_Policy.pdf)