

## 1. Mobile Data – How much will you use?

To help you estimate the usage you will need in a phone or data plan, here is a guide to the amount of data that common tasks may incur.

In the example below, if you send/receive about 15 emails, visit 33 web pages, upload 3 posts (with photo) in Facebook, watch 1 hour of standard streaming video and download 3 songs every day, you would use approximately 5GB of data permonth.

TYPE OF SERVICE	EXAMPLE DAILY USAGE				
EMAILS SEND/RECEIVE with ATTACHMENTS	15	Emails	<b>Every month you would consume</b>	131.84	MB
WEB PAGES VISITED	33	Pages		990	MB
SOCIAL MEDIA POSTS WITH PHOTOS	3	Posts		43.945	MB
HOURS OF STANDARD STREAMING VIDEO	1	Hour		3600	MB
SONGS DOWNLOADED	3	Songs		360	MB
<b>YOUR ESTIMATED MONTHLY USAGE WOULD BE:</b>				<b>5.0</b>	<b>GB</b>

Below are general guidelines for the amount of data used per service, to help you estimate your usage:

1 email (no attachment)	35	KB	1 min. of streaming video (standard)	2	MB
1 email (with standard attachment)	300	KB	1 min. of streaming video (HD)	5.1	MB
1 web page1	1	MB	1 song downloaded	4	MB
1 social media post with photo	500	KB			

Note: Data usage varies by device. The above examples are based on averages and are estimates only. The actual amount of data used for the described activity can vary.

## 2. Coverage Maps

Our services may use either the Optus or Telstra network, together with other networks. 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.

Where you obtain a mobile service from ICTHUB that uses the Optus network or is a 4G service using parts of Telstra’s 4G network and capabilities, the coverage for that service is as set out at the links below. Please note that coverage depends on a large number of factors, these maps are not a guarantee of coverage, and coverage areas for mobile networks can change.

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

## 3. Billing

We send out our invoices monthly, and always provide the option to pay by Bank Direct Debit without any additional fees (Credit Card payments will incur a fee). If you have any questions about billing, please contact ICTHUB on 1300 100 428.

Our invoices have a standard format. Bills are available to download on our website <https://myaccount.icthub.com.au/>

## 4. International Roaming

International roaming on ICTHUB mobile services are enabled by default. You can enable or disable international roaming by contacting ICTHUB on 1300 100 428 or go to our Important Documents section on our website. International call and data rates are generally higher than the call and data rates when in Australia, and are generally not included in your mobile phone plan and/or bundle. Even short periods of international roaming calls and data usage can result in large phone bills, which you will be liable to pay. If you would like more information about International Roaming rates for ICTHUB mobile services, please call on 1300 100 428 between Monday to Friday (9am-5pm AEST).

We recommend that, if you wish to make mobile calls when roaming, that you purchase a temporary SIM Card in the country of your destination and use it in place of your ICTHUB SIM Card.

## 5. Information about your current spending and previous bills

If you want to obtain records of your previous bills from us, or view your current spend to verify that charges billed to you are correct, you can access ICTHUB's customer portal by going to our website's Customer Login section <https://myaccount.icthub.com.au/>

## 6. Direct Debit

If you wish to set up Direct Debit for your ICTHUB account, our Direct Debit form is available to download on our website <http://www.ICTHUB.com.au/important-documents>. Once you have completed and signed the Direct Debit form, please return to ICTHUB by posting to the below address or emailing to [info@ICTHUB.com.au](mailto:info@ICTHUB.com.au)

**ICTHUB**  
**Att: Billing Team**  
**Level 1, 80-82 Bell Street**  
**Heidelberg Heights, VIC 3081**

If you have set up a direct debit with us, you can check and update your direct debit details by contacting our Customer Service Team on 1300 100 428, Monday to Friday between 9am-5pm

## 7. Financial Hardship and Debt Counselling

Our financial hardship policy is available by going to our website <http://www.ICTHUB.com.au/important-documents>.

If you are experiencing financial hardship and think you may be covered by our policy, please contact us to provide more information of your situation for us to review.

If you are experiencing financial hardship, there are a number of organization's which provide free counselling and assistance.

A report from a financial counsellor can help show what you can afford to pay towards your telecommunications services and may be required under our financial hardship policy.

## 8. Complaint Handling

Our Complaints Handling Policy is available by going on our website <http://www.ICTHUB.com.au/important-documents>.

## 9. Spend Management Tools

We provide a number of spend management tools to help you manage your services with us. You can check your spending via ICTHUB's customer portal by going to our Customer Login section <https://myaccount.icthub.com.au/>

You can contact us to request that certain features of your service, such as international use or premium numbers, are limited if they are enabled.

## 10. Standard Form of Agreement

You can download a copy of our Standard Form of Agreement, which forms part of our contract with our customers from our website <http://www.ICTHUB.com.au/important-documents>.

## 11. Warranty

We offer a limited warranty on hardware purchased directly from us.

To claim under the warranty, you must contact ICTHUB by calling 1300 100 428 between Monday to Friday (9am-5pm AEST), with a detailed description of the product you are claiming warranty on. We will assess whether you are eligible to claim under the warranty and whether to repair or replace your equipment, or provide a credit.

If we determine that your equipment needs to be returned, you will need to send the faulty equipment to ICTHUB. The warranty does not apply to faults caused by any of the following:

- a. any equipment not supplied by us;
- b. any interference with or modification to the equipment or a failure to use it in accordance with instructions; or
- c. damage caused by you or someone who has used the equipment (for example misuse or exposure to liquid or excessive heat); or
- d. an external event (for example a fire or flood).

The benefits given to you by this warranty are in addition to other rights and remedies you may have at law.

Our hardware comes with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.