

OZISP PTY LTD

WHAT YOU NEED TO KNOW – INFORMATION ABOUT OUR SERVICES

CONTENTS

1	MANAGING YOUR SPEND	3
2	YOUR NETWORK	4
3	PAYING US	4
4	HARDWARE AND WARRANTIES	4
5	DEALING WITH US	4
6	FEEDBACK AND COMPLAINTS	4
7	BILLING INFORMATION	6
8	PAYMENT INFORMATION	7

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:

IT IS IMPORTANT TO NOTE THAT OUR WIRELESS BROADBAND SERVICE CANNOT BE USED TO MAKE PHONE CALLS - IT IS A DATA SERVICE ONLY

If you are a Wireless Broadband residential customer, we will help you control your spend by providing you with notifications via email when you reach 50%, 85% and 100% data allowance that is included in your broadband plan.

Usage notifications do not occur in real time but with a delay 36 hours after you actually reached the respective thresholds.

Up to date usage information is always available by going to our website: www.ozisp.com.au and logging into the Account Login using your user ID & Password.

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 services cannot be used overseas. Your mobile service is data only within Australia and does not allow you to roam (i.e. use it) overseas.

2 YOUR NETWORK

Your service is provided using the BigPond network for ADSL services and Optus Network for Wireless Broadband.

Support Contact MUST be with OZISP PTY LTD and not with the carrier directly. Should you contact the carrier, they may charge a fee for support

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.

Coverage Map: Wireless Broadband only:
www.optus.com.au/coveragetus.com.au/coverage

3 PAYING US

Your bill:

We will bill you monthly in advance and your bill will be e-mailed to you. You can pay your bill free of charge via Direct deposit to our bank account, credit card or cash at our Horsham office. Please note we DO NOT accept payments by American Express.

Financial hardship:

Our financial hardship policy is available here:
http://www.ozisp.com.au/downloads2/Financial_Hardship_Policy.pdf

4 HARDWARE AND WARRANTIES

Where we supply hardware, e.g. a modem, router, mobile broadband device 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. Warranty Term is 180 days for mobile devices and 12 months for routers. We advise that damage to the USB component of a mobile broadband device (dongle) may not be covered by warranty if not used correctly.

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.ozisp.com.au/downloads2/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.ozisp.com.au/downloads2/Summary_of_Complaint_Handling_Process.pdf

7/ **Billing Information**

Billing is for calendar month and invoices will normally issue on first business day of month.

All accounts are billed in advance – either monthly, quarterly or annually as agreed.

Accounts that become operational during the month will be billed on a pro rata basis.

Terms of accounts are strictly 14 days.

Customers should review their accounts immediately as no claims will be recognised after 14 days.

8/ **Payment information**

The following Payment options are available:

In person to our office at 15 Stawell Rd, Horsham, 3400.

By post to PO Box 1096, Horsham, Vic 3402.

By phone to 1300 654 653 or (03) 5381 2244

By direct credit to our bank account (preferred) : See you invoice header sheet for banking details.