

## WHAT YOU NEED TO KNOW

### INFORMATION ABOUT OUR SERVICES

This information relates to **BusinessCo Group Pty Ltd** and its associated entities, **Business1300 Pty Ltd**, **BusinessCom Australia** and **BusinessCo PBX**. We hope the information below will assist you with the use of our services. For further information, please contact our Customer Care Team on **1300 000 100** or email **care@businessco.com.au**.

#### 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 data allowance that is included 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. Usage notifications also do not include any usage that you may have consumed overseas (mobile roaming).

##### 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. Please contact our Customer Care Team on **1300 000 100** for more information or to check your current spend.

##### 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 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 per Minute	7 - 30 MB
Streaming Music per Minute	1 MB
Downloading a Song	6 MB
Downloading an App	30 - 100 MB
Uploading a Photo	4 MB
Making a Video Call per Minute	8 - 24 MB

## 2. YOUR NETWORK

BusinessCo utilises a variety of networks to provide its services. These include Telstra, Optus, TPG, Vocus, Cirrus, Vonex and others. The chosen network depends on the type of service you have chosen and you will be notified of the selected network at the time of your Service Application. 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. Please contact our Customer Care Team on **1300 000 100** or email [care@businessco.com.au](mailto:care@businessco.com.au)

## 3. PAYING US

### YOUR BILL

We will bill you monthly in advance for your fixed monthly charges (service and equipment, access fees, etc.) and in arrears for your usage charges. Our billing cycle ends at the end of a calendar month and your first bill will include the part of the month when the service was activated as well as the monthly fixed charges in advance for the following month. BusinessCo's standard method for bill delivery is via email. Paper billing is available for a monthly fee of \$4.40. To opt in to paper billing, please contact our Customer Care Team on 1300 000 100. You can pay your bill free of charge via direct debit, credit card and direct deposit.

### FINANCIAL HARDSHIP

If you are experiencing financial hardship, you can find our Financial Hardship Policy at <https://www.businessco.com.au/financial-hardship-policy>

## 4. HARDWARE and WARRANTIES

Where we supply hardware, e.g. a modem, router, IP 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. If you have a Warranty Claim, please contact our Customer Care Team on **1300 000 100** or email [care@businessco.com.au](mailto:care@businessco.com.au)

## 5. DEALING WITH US

Only the Account Holder or an Authorised Representative can deal with us in regards to your account and/or services. 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 our Customer Care Team. You can also download and email the authority form that can be found at <https://www.businessco.com.au/policies-legal>

## 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 at <https://www.businessco.com.au/policies-legal>

If you require more information regarding our terms, policies or details of our products and services, please contact our Customer Care Team on **1300 000 100**.