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## **What you need to know**

### **Information about our services**



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We hope the information below will assist you with the use of our services.

## MANAGING YOUR SPEND

There may be other ways of keeping your spend on track, such as barring more expensive numbers or monitoring your spend online through our website. Please contact us for more information. Call spend data is up to date for the last 4 hour window.

### ***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)

## YOUR NETWORK

Your service is provided using the AAPT or iSeek Communications network.

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.

### **Paying US**

#### ***Your bill:***

We will bill you Monthly in advance and your bill will be emailed to you.

Your nominated credit card will be direct debited 10 day after the day of issue, this is provided free of charge.

#### ***Financial hardship:***

Our financial hardship policy is available here: <http://www.novumnetworks.com.au/policies>

## HARDWARE AND Warranties

Where we supply hardware, e.g. a modem, router, VOIP handset 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. All hardware comes with a 12 Month



manufacture warranty unless you purchased an extended warranty, to lodge a warranty claim please lodge a support case via our website.

#### **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.novumnetworks.com.au/policies>

#### **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.novumnetworks>