

SPEND MANAGEMENT

This document outlines the tools and information available to you to manage your spend with innoTel.

View your usage online

All innoTel customers have access to the Customer Portal free of charge, which allows you to see your service usage (e.g. calls, sms, data) for current (unbilled) and previous periods.

Please note: We receive Call Details Records (CDRs) from a number of suppliers, for some of which there may be a delay of up to 48-hours for usage to appear in the Customer Portal. International Roaming Call Details may be delayed by up to 2-weeks as we are reliant on receiving this information from overseas carriers.

For customers without Internet Access, you can contact innoTel on 1300 736 048 to obtain information about your current (unbilled) and previous usage.

Spend alerts

For services which have fixed allowances and over-usage charges, Spend Alerts can be configured which will notify you when your usage of that particular service reaches the thresholds of 50%, 85% and 100%.

Please note: We receive Call Details Records (CDRs) from a number of suppliers, for some of which there may be a delay of up to 48-hours for Spend Alerts to be sent to you.

Please note: For Mobile services, notifications do not include calls/SMS to overseas or usage outside Australia (e.g. roaming usage)

Please note: Spend Alerts are mandatory for Mobile Services and cannot be disabled.

Credit limits

innoTel may apply or you may request a Credit Limit to be imposed on your account. The Credit Limit is the amount you are able to spend with innoTel in a given billing period.

If you reach or exceed your Credit Limit, we will ask you to make a payment on your account to bring your account balance under the Credit Limit. Failure to bring your account under the Credit Limit may result in your services being limited (e.g. outgoing calls restricted).

You can reduce your Credit Limit at any time. If you wish to increase your Credit Limit, you may be required to undertake a credit check. Please call innoTel on 1300 736 048 to discuss your Credit Limit.

Outgoing call restrictions

You may make a request to innoTel to restrict the types of outgoing calls your Telephone service can make. Some outgoing call types you can request to be restricted are calls to National Calls, Information Calls, International Calls and Mobile Calls. To arrange an outgoing call restriction on your telephone service, please call innoTel on 1300 736 048.

Call control

A feature available on most Fixed Line Telephone services, Call Control allows you to configure a PIN that is used when making calls, restricting who can make outgoing calls with your service.

Please note: This is not a free service and is charged at \$5.00 per month, per service it is activated on.

Estimate your usage

Examples of how much data different activities will use are provided below to help you estimate your data usage.

International Calls

Calls to International destinations that are not included in your phone or mobile plan can often be expensive. You should consider if using your phone or mobile is the cheapest or most economical way to make International calls. You can view innoTel's International call rates on our website at: <https://innotel.com.au/international-call-rates/> to help you estimate your costs.

International Roaming (Calls, Messaging & Data)

International Roaming is the practise of using your mobile service overseas to make and receive calls and messages, or use mobile data in another country.

As a precaution, International Roaming is disabled on all Mobile services provided by innoTel by default. In order to activate International Roaming, please contact innoTel on 1300 736 048. Rates vary from country to country and if we deem the countries you are visiting as high-risk for us, we may ask you to make a pre-payment before activating International Roaming on your service.

International Roaming rates can be viewed at on our website at: <https://innotel.com.au/mobile/international-roaming/>

Web page browsing / Accessing Email (without attachments)

Activity	Data used
If you browse/email every few days	Approximately 50MB
Daily, but only browse a few pages or email	Approximately 50MB
If you spend a lot of time browsing the web or emailing	Approximately 100MB

Downloading Apps

Activity	Data used
1 – 4 per month	Approximately 100MB
Between 5 – 15 per month	Approximately 300MB
More than 15 per month	Approximately 400MB

Continued on next page.

Video Clips

Activity	Data used
Once a week	Approximately 100MB
Once every few days	Approximately 200MB
A couple of clips each day	Approximately 1GB
Many clips a day	Approximately 2GB

Please Note: this information is intended to be a rough guide only. Data usage of different apps may vary.

Tips for limiting your data usage

The following are some tips we recommend for limiting your mobile data usage.

- ▶ Download Apps when you have access to WI-FI.
- ▶ Set your phone to only allow updates when your phone is connected to Wi-Fi.
- ▶ You can disable your internet access by switching your Mobile/Cellular data to "OFF" if you don't want to pay for extra data.
- ▶ You can restrict background data used by apps by going into your settings and restricting background data.
- ▶ Browse mobile versions of websites instead of Apps where you can. Websites are often simpler and may load faster, reducing data usage.
- ▶ You can disable Wi-Fi assist in your settings, if you don't want your Mobile/Cellular automatically using your data when you have poor Wi-Fi connection.
- ▶ Before downloading an App, check their data usage compared to similar Apps.
- ▶ Streaming services like YouTube, SoundCloud and Spotify use lots of data. If there are songs / albums that you frequently listen to, save them to your phone so you can listen to them offline. This will save you lots of data usage.
- ▶ Videos on Facebook are set to auto-play when you scroll past them and can consume lots of data. Disable the auto-play of the videos to reduce data usage.
- ▶ Set your Mobile / Cellular to watch YouTube videos in Standard Definition (SD) when you are using mobile data and High Definition (HD) when using Wi-Fi. Keep in mind, that even SD videos on YouTube use a large amount of data.

Further Assistance

If you require assistance to on any of the spend management tools above, please call innoTel on 1300 736 048.