

Spend management tools policy

How much you utilise the service you have purchased and what charges you accrue are ultimately your responsibility in terms of monitoring your usage and assessing your own ability to pay for any charges.

However, we recognise that it is important that you have the relevant tools available to assess and monitor your usage.

In recognition of this, we offer the following spend management tools:

Self-care portal

The self-care portal section of our website includes information about your usage and, for some products, detailed usage information such as usage broken down on a daily, hourly or per-call basis. Where the collection and rating of usage is under our complete control, this information is displayed in near real-time. Where the usage is supplied by other carriers, there may be a delay.

Mobile usage notification

You will be sent SMS alerts in near real-time when you reach 50%, 85% and 100% of your Monthly Data allowance. If you exceed your monthly included value, and any data remaining in your data bank, your data will be capped, and no more mobile data will be available until you roll over into the next billing month.

Suspension

On our Standard mobile products, your data service is suspended when you reach your data quota until the next month. You can purchase additional data usage in advance to prevent your service from being suspended or to unsuspend your service. You can do so in the self-care portal section of our website. A credit limit of \$150 per month applies for any extra charges outside of the plan inclusions.