



Australian Phone **Company**

Usage information

Assistance is available to you from our Customer Service Staff regarding information on usage. We are always ready to assist you to choose a service which is appropriate to your needs.

Choosing the right plan

Choosing the right telecommunications product to suit your needs can help you to keep control of your spending from the start. We recommend that you review the applicable charges for plans, keep your expected use of the services in mind and be aware of any eligible savings, for example, by using the most suitable plan for your calls profile.

It's important to discuss responsible phone and internet use with your family, housemates and/or partner so that everyone understands how their use can impact your household financially.

Especially for younger and teenage phone users, discuss the use of Premium Services and that can rack up large, unexpected bills in a short space of time. We have provided further information on these services and available barring options below.

Please use our saving calculator tool to choose a right plan:

<http://www.australianphone.com.au/home-phone/saving-calculator>

Internet Usage – Let Us help to explain you the service

What is Internet Usage?

Making VoIP calls will use part of your monthly broadband data quota (if you have it from your ISP (Internet Service Provider)). Typical ISPs only count downloads in customer's broadband allowance (which represents ONE side of the conversation). If an ISP counts both uploads and downloads (represents BOTH sides of the conversation) then that customer's data quota is used up at twice the rate.

How much data does it take?

Depending on used codec (can be manually tuned in your equipment/software setup) you may choose the speech quality on your calls generally in order to reduce the impact on download data quota. System usually designed to allocate codec to provide the best available voice quality.

VoIP calls can typically use 10 MB to 40 MB (approximate figures) from the download quota for every hour of calls.

If you have any questions call us on

03 9999 82 89

www.australianphone.com.au