

Our Services

What You Need To Know

1. Introduction

This document provides important and useful information about the services we offer. We advise that you make yourself aware of the below information.

If you have any questions regarding the following information please contact ISPDr using one of the methods listed on the 'Contact Us' page of our website located at <http://www.ispdr.net.au/ispdr/contact.php>.

2. Authorised Representatives and Advocates

If you wish, you can appoint a person to interact with us on your behalf. An advocate is someone who you appoint to interact with us, but who does not have authority to change your account settings or details. An authorised representative is a person who you authorise to operate your account and make changes as if they were you.

To appoint either an advocate or an authorised representative, please complete and send to us our appointment form, which you can obtain from the link below:

<http://www.ispdr.net.au/support/important-docs.php>

3. Internet Data – How much will you use?

To help you estimate the usage you will need in a data plan, here is a guide to the amount of data that common tasks may incur.

Type Of Activity	Data Usage
1 Email (no attachment)	35.00 KB
1 Email (with attachment)	300.00 KB
1 Web Page	1.00 MB
1 Social Media Post (with Photo)	500.00 KB
1 min. of Streaming video (Standard)	2.00 MB
1 min. of Streaming video (HD)	5.10 MB
1 Song Download	4.00 MB
<i>The above information should be used as a guide only; we provide spend management tools to allow your to monitor your actual data usage.</i>	

Monthly Data Estimation		
Type Of Service / Activity	Daily Usage	Data Usage
Emails Sent & Received w/ Attachments	15 Emails	131.80 MB
Web Pages Visited	33 Pages	990.00 MB
Social Media (eg Facebook) Posts w/ Photos	3 Posts	43.94 MB
Hours Of Stand Streaming Video Watched	1 Hr	3600.00 MB
Songs Downloaded	3 Songs	360.00 MB
Estimated Total Monthly Usage		5.00 GB
<i>The above information should be used as a guide only; we provide spend management tools to allow your to monitor your actual data usage.</i>		

4. Billing

We bill monthly, and always provide the option to pay us by direct debit without an additional payment fee.

Our bills have a standard format which outlines both the hours and data used during the month.

If you require further understanding of the layout of your bill please contact us.

You can view your previous month's invoices via your 'Members Portal' which can be accessed via our website.

<https://www.ispdr.net.au/members/>

5. Information about your current spending and previous bills

If you want to obtain records of your previous bills from us, or view your current spend to verify that charges to be billed to you are correct, you can access our members portal at:

<https://www.ispdr.net.au/members/>

If you want to access bills which are more than 12 months old, there may be an additional charge.

6. Financial Hardship and Debt Counselling

Our financial hardship policy is available at:

<http://www.ispdr.net.au/support/important-docs.php>

If you are experiencing genuine financial hardship and think you may be covered by our policy, please contact us to provide evidence of the financial hardship for us to consider.

If you are experiencing financial hardship, there are a number of organisations which provide free counselling and assistance. To find a financial counsellor in your area visit <http://www.fcan.com.au>.

A report from a financial counsellor can help show what you can afford to pay towards your telecommunications services and may be required under our financial hardship policy.

7. Summary of the Complaint Handling Policy

Our summary of the complaint handling policy can be downloaded at:

<http://www.ispdr.net.au/support/important-docs.php>

8. Spend Management Tools

We provide a number of spend management tools to help you manage your services with us.

You can check your spending via our member's portal, at:

<https://www.ispdr.net.au/members/>