

Information About Our Services

MANAGING YOUR SPEND

Usage notifications

If you are a residential customer, we will help you control your spend by providing you with notifications via email or SMS when you reach 50%, 85% and 100% of your call/SMS value and/or data allowance that is included in your mobile plan or in your broadband plan.

Usage notifications do not occur in real time but with a delay of up to 48 hours after you actually reached the respective thresholds.

Usage notifications also do not include any usage that you may have consumed overseas (mobile roaming), calls and SMS to overseas destinations and calls to premium services.

Other ways of managing your spend

You can manage your spend by monitoring your usage by signing in to our website ello.com.au with your username & password provided by us when signing up with our service/s.

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.

Activity	Estimated Data Usage
Email text only	30 – 50 KB
Email with attachment, i.e. document or photo	350 KB – 4 MB
Website viewing	1 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)

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Mobile roaming

Your mobile service allows you to roam (i.e. use it) overseas and you must contact us to deactivate mobile roaming prior to travelling outside Australia should you wish to disable this function.

Charges for mobile roaming (i.e. for calls, SMS and data) are usually significantly higher than within Australia and also higher than charges for making international calls from Australia. Importantly, you may also be charged for receiving calls and SMS when using your service overseas.

Making and receiving calls/SMS overseas is not included in your monthly allowance and you will be required to pay these charges in addition to your monthly charge. Therefore, even short periods of international mobile roaming can generate a very high bill.

Please contact us if you wish to receive more information on international mobile roaming or visit our website ello.com.au.

YOUR NETWORK

Your service is provided using either Optus or Vodafone networks.

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.

To learn more about the coverage that your mobile network offers, please refer website links below. Please note that actual coverage depends on numerous factors, including local geographic and structural/building conditions. Therefore, we recommend, if possible, to test coverage at your specific location, e.g. using the mobile of a friend who already uses the network etc.

Vodafone

www.vodafone.com.au/aboutvodafone/network/checker

Optus

www.optus.com.au/network/mobile/coverage

PAYING US

Your bill

We will bill you monthly in arrears and your bill will be emailed or mailed to you.

You can pay your bill via BPAY, cheque, electronic funds transfer, by phone by providing credit card details via our website ello.com.au or in person at any Australia Post outlet. Please note a processing fee applies to any payment methods involving credit cards. The rate is 1.5% of the payment amount, plus applicable GST. Exemptions may apply).

Financial hardship:

Our financial hardship policy is available at our website ello.com.au.

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HARDWARE AND WARRANTIES

Where we supply hardware, e.g. a modem, router, mobile phone 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.

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 download the 'Appointment of Authorised Representative Form' via our website ello.com.au.

FEEDBACK AND COMPLAINTS

We are here to help! Please contact us if you wish to give feedback or make a complaint by calling 1300-ello-care or emailing us at care@ello.com.au. A summary of our complaint handling process is available from our website ello.com.au.