



Customer Information Statement

WHAT YOU NEED TO KNOW
INFORMATION ABOUT OUR SERVICES

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*** Full terms & conditions at www.integra-group.com.au*

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WHAT YOU NEED TO KNOW – INFORMATION ABOUT OUR SERVICES

We hope the information below will assist you with the use of our services.

1 MANAGING YOUR SPEND

Usage notifications:

We will help you control your spend by providing you with notifications 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 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:

There may be other ways of keeping your spend on track, such as barring more expensive numbers, choosing an internet plan without excess charges (which means that your speed is shaped/slowed down once you used up your included data allowance) or monitoring your spend online through our website. Please contact us for more information.

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.

Email text only	30 – 50 KB
Email with attachment, i.e. document or photo	350 KB – 4 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)

Mobile roaming:

International roaming on our mobile phone services is disabled by default. You can enable international roaming by contacting us, but we strongly recommend that you do not enable international roaming.

International calls and data rates are generally far higher than the rates in Australia, and are generally not included in your mobile phone plan or bundle. Even short periods of international roaming can result in large phone bills, which you will be liable to pay.

Integra Corporation Pty Ltd recommends you purchase a temporary sim card in the country of your destination and use it in place of the sim card issued by us. We also recommend Integra's VoIP mobile application for customer traveling overseas. Please contact one of our sales staff on **07 3339 9333** for more information on this service

2 YOUR NETWORK

Your mobile phone service is provided using the Optus, Telstra and Vodafone networks and your ADSL services are provided by Optus, Telstra, TPG, AAPT, Pipe 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 to the coverage map(s) 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

<http://www.vodafone.com.au/aboutvodafone/network/checker>

<http://www.mobilemaps.net.au/mobile/maps/mcm/3G.html>

Optus

<http://www.optus.com.au/aboutoptus/About+Optus/Network+Coverage/Optus+Network+Coverage+Maps/>

Telstra

<http://www.telstra.com.au/mobile-phones/coverage-networks/our-coverage/>

3 PAYING US

Your bill:

We will bill you monthly in advance and your bill will be emailed to your nominated email address. Should you request your monthly invoice to be sent to you by mail a \$3.00 postage and handling fee will be charge to your monthly invoice.

You can pay your bill by direct debit, cheque and cash free of charge. We also accept credit card payments. A fee of 2.9% will apply to credit card payments.

Financial hardship:

Our financial hardship policy is available at:

<http://www.integra-group.com.au/personal/about/financial-hardship-policy>

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 please visit 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.

4 HARDWARE AND WARRANTIES

We trust that you will have years of trouble free service from the hardware and service we provide you, however should you experience any technical difficulties we are here to help. Please contact one of our staff for assistance on 07 3339 9333.

If the equipment has failed within the manufactures warranty period, we will deal with the manufacture or supplier of that equipment (which we supplied to you) on your behalf.

Further information on warranties can be found on our website:

<http://www.integra-group.com.au/personal/about/warranties>

5 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 use this form:

<http://www.integra-group.com.au/personal/about/authorisedrepresentative>

6 FEEDBACK AND COMPLAINTS

We are here to help! Please contact us if you wish to give feedback or make a complaint. A summary of our complaint handling process is available here:

<http://www.integra-group.com.au/personal/about/complaints-process-handling>