



## **WHAT YOU NEED TO KNOW – INFORMATION ABOUT GPK SERVICES**

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

### **1 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 when you reach 50%, 85% and 100% of your data allowance that is included in your broadband plan.

Usage notifications do not occur in real time but with a delay of up to 24 hours after you actually reached the respective thresholds.

Usage notifications also do not include any usage that you may have consumed overseas (mobile roaming).

#### ***Other ways of managing your spend:***

There may be other ways of keeping your spend on track, such as choosing an internet plan without excess charges (which means that your speed is shaped/slowed down once you used up your included data allowance). 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:***

Your mobile services cannot be used overseas.

### **2 YOUR NETWORK**

Your service is provided using our network. 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.

### **3 PAYING GPK COMPUTERS PTY LTD**

#### ***Your bill:***

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



*GPK Group Pty Ltd*

*2/94 Abbott Road*

*Hallam, Victoria*

*Australia, 3803*

You can pay your bill free of charge via direct deposit, direct debit or credit card (Visa / Mastercard). Direct debit via AMEX will incur a 2% surcharge.

***Financial hardship:***

Our financial hardship policy is available here: <http://gpkwebdev.com.au/terms-and-agreements/gpknet-financial-hardship/>

**4 HARDWARE AND WARRANTIES**

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

**5 DEALING WITH GPK COMPUTERS PTY LTD**

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://gpkwebdev.com.au/terms-and-agreements/gpknet-appointment-of-authorised-contact/>

**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://gpkwebdev.com.au/terms-and-agreements/gpknet-complaint-handling/>