

DISCLOSURE PAGE

1. Mobile Data – How much will you use?

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

In the example below, if you send/receive about 15 emails, visit 33 web pages, upload 3 posts (with photo) in Facebook, watch 1 hour of standard streaming video and download 3 songs every day, you would use approximately 5GB of data per month.

TYPE OF SERVICE	EXAMPLE DAILY USAGE				
EMAILS SEND/RECEIVE with ATTACHMENTS	15	Emails	Every month you would consume	131.84	MB
WEB PAGES VISITED	33	Pages		990	MB
SOCIAL MEDIA POSTS WITH PHOTOS	3	Posts		43.945	MB
HOURS OF STANDARD STREAMING VIDEO	1	Hour		3600	MB
SONGS DOWNLOADED	3	Songs		360	MB
YOUR ESTIMATED MONTHLY USAGE WOULD BE:				5.0	GB

Below are general guidelines for the amount of data used per service, to help you estimate your usage:

1 email (no attachment)	35	KB	1 min. of streaming video (standard)	2	MB
1 email (with standard attachment)	300	KB	1 min. of streaming video (HD)	5.1	MB
1 web page ¹	1	MB	1 song downloaded	4	MB
1 social media post with photo	500	KB			

Note: Data usage varies by device. The above examples are based on averages and are estimates only. The actual amount of data used for the described activity can vary.

2. Coverage Maps

Our services may use either the other carriers network, together with our own networks. Where a product is resold from a particular Carrier, we disclose this to you in our product specifications and in the Critical Information Summary for that product. When you contract with us for a product, you will not be contracting with the original carrier (other carriers Retail). If you have any questions about the networks we use, please contact us on support@keytelecom.com.au.

Where you obtain a mobile service from Key Telecom that uses the Optus network or is a 4G service using parts of Telstra's 4G network and capabilities, the coverage for that service is as set out at the links below. Please note that coverage depends on a large number of factors, these maps are not a guarantee of coverage, and coverage areas for mobile networks can change.

3. Billing

We send out our invoices monthly, and always provide the option to pay by Bank Direct Debit without any additional fees (Credit Card payments will incur a fee). If you have any questions about billing, please contact Key Telecom on 1300 174 637.

Our invoices have a standard format. An example of one of our bills' is available to download by going to our Important Documents section on our website www.keytelecom.com.au or email us to support@keytelecom.com.au

4. International Roaming

International roaming on Key Telecom mobile services are enabled by default. You can enable international roaming by contacting Key Telecom on 1300 174 637. or go to our Important Documents section on our website. International call and data rates are generally higher than the call and data rates when in Australia, and are generally not included in your mobile phone plan and/or bundle. Even short periods of international roaming calls and data usage can result in large phone bills, which you will be liable to pay. If you would like more information about International Roaming rates for Key Telecom mobile services, please call 1300 174 637 between Monday to Friday (9am-5pm AEST).

We recommend that, if you wish to make mobile calls when roaming, that you purchase a temporary SIM Card in the country of your destination and use it in place of your Key Telecom SIM Card.

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 Key Telecom's customer portal by going to our website's Customer Login section or email us to support@keytelecom.com.au

If you want to access bills which are more than 24 months old, please email accounts@keytelecom.com.au – note there may be an additional charge for this request.

6. Direct Debit

If you wish to set up Direct Debit for your Key Telecom account, our Direct Debit form is available to download by going to our Important Documents section on our website www.keytelecom.com.au Once you have completed and signed the Direct Debit form, please return to Key Telecom by posting to the below address or emailing to accounts@keytelecom.com.au

Key Telecom Pty Ltd
Att: Billing Team
PO Box 7070 Baulkham Hills NSW 2153
Or email us to accounts@keytelecom.com.au

If you have set up a direct debit with us, you can check and update your direct debit details by contacting our Customer Service Team on 1300 174 637, Monday to Friday between 9am-5pm

7. Financial Hardship and Debt Counselling

Our [financial hardship policy](https://www.keyintegration.com.au/legal/) is available by going to our Important Documents section on our website <https://www.keyintegration.com.au/legal/>

If you are experiencing financial hardship and think you may be covered by our policy, please contact us to provide more information of your situation for us to review.

If you are experiencing financial hardship, there are a number of organization's which provide free counselling and assistance. To [find a financial counsellor](http://www.fcan.com.au) 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.

8. Complaint Handling

Our [Complaints Handling Policy](#) is available by going to our Important Documents section on our website <https://www.keyintegration.com.au/legal/>

9. 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 Key Telecom's customer portal by going to our

Customer Login section please email accounts@keytelecom.com.au to provide you with the logins.

You can contact us to request that certain features of your service, such as international use or premium numbers, are limited if they are enabled.

10. Standard Form of Agreement

You can download a copy of our [Standard Form of Agreement](#), which forms part of our contract with our customers from by going to our Important Documents section on our website <https://www.keyintegration.com.au/legal/>

11. Warranty

We offer a limited warranty on hardware purchased directly from us.

To claim under the warranty, you must contact Key Telecom by calling 1300 174 637 between Monday to Friday (9am-5pm AEST), with a detailed description of the product you are claiming warranty on. We will assess whether you are eligible to claim under the warranty and whether to repair or replace your equipment, or provide a credit.

If we determine that your equipment needs to be returned, you will need to send the faulty equipment to Key Telecom.

The warranty does not apply to faults caused by any of the following:

- a. any equipment not supplied by us;
- b. any interference with or modification to the equipment or a failure to use it in accordance with instructions; or
- c. damage caused by you or someone who has used the equipment (for example misuse or exposure to liquid or excessive heat); or
- d. an external event (for example a fire or flood).

The benefits given to you by this warranty are in addition to other rights and remedies you may have at law.

Our hardware comes with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.