



WHAT YOU NEED TO KNOW - INFORMATION ABOUT OUR SERVICES

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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

Other ways of managing your spend:

There may be other ways of keeping your spend on track, such as barring more expensive numbers, Please contact us on 1300 112 223 for more information.

Mobile roaming:

Your mobile services cannot be used overseas

2 YOUR NETWORK

Your Mobile service is provided using the Vodafone network and your ADSL Services are provided via the AAPT 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.

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. Please use the link below

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

3 PAYING US

Your bill:

We will bill you monthly in advance and your bill will be emailed or mailed as per your request while signing up.

You can pay your bill free of charge via direct debit or credit card, BPAY, Cash at any Westpac Branch. You can also pay your bills at the Australia Post for a fee of \$3.00 per payment.

Financial hardship:

Our financial hardship policy is available here: [www.alliancetelecom.com.au/FinancialHardship Policy.pdf](http://www.alliancetelecom.com.au/FinancialHardshipPolicy.pdf)

4 HARDWARE AND WARRANTIES

We do not provide any Hardware to our customers.

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: [www.alliancetelecom.com.au/Appointment of Authorised Representative Form.pdf](http://www.alliancetelecom.com.au/Appointment_of_Authorised_Representative_Form.pdf)

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: [www.alliancetelecom.com.au/Summary of Complaint Handling Process.pdf](http://www.alliancetelecom.com.au/Summary_of_Complaint_Handling_Process.pdf)