

Our Services: What You Need To Know

1. Authorised Representatives and Advocates

If you wish you can appoint a person to interact with us on your behalf. An advocate is someone who you appoint to interact with us but who does not have authority to change your account settings or details. An authorised representative is a person who you authorise to operate your account and make changes as if they were you.

To appoint either an advocate or an authorised representative please complete and send to us our appointment form, which you can obtain from the link below:

[Put in Link to our Authorised Rep form](#)

2. Mobile Data – How much will you use?

Audit IT does not directly provide mobile services but it is able to assist you with all you mobile communications requirements. Call us on 08 8201 7222 to reduce your mobile costs and/or to assist with your particular mobile communications needs.

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.

| TYPE OF SERVICE | | Example Daily Usage | | Every month you would consume-estimated | | |
|--|--|---------------------|-----------|---|---|---------------|
| Emails sent/receive with attachments | | 15 | Emails | 132 | MB | |
| WEB Pages visited | | 33 | Pages | 990 | MB | |
| Social Media Posts with Photos | | 3 | Posts | 44 | MB | |
| Hours of Standard Streaming Video | | 1 | Hour | 3600 | MB | |
| Songs Downloaded | | 3 | Songs | 360 | MB | |
| Your Estimated Monthly Usage would be: | | | | 5 | GB | |
| To help you estimate your usage, below are general guidelines for the amount of data used per service | | | | | | |
| 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 | MB | 1 | song downloaded | 4 MB |
| 1 | Social media post with photo | 500 | KB | | | |
| Note: <i>Data usage varies by device. The above examples are based on averages and are estimates only</i> | | | | | | |
| <i>The actual amount of data used for the described activity can vary</i> | | | | | | |

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3. Coverage Maps

Whilst Audit IT does not directly provide mobile services it is able to assist you with all you mobile communications requirements. Call us on 08 8201 7222 to reduce your mobile costs and/or assist with your particular mobile telecom's needs.

Perhaps you are interested in seeing what the main provider's network coverage is before you contact us. If so, then click here for:-

[Telstra Coverage Map](#)

[Optus Coverage Map](#)

[Vodafone Coverage Map](#)

4. Billing

We bill monthly. Our bills have a standard form an example of which can be found here

[Put in Link to sample Audit it bill](#)

5. International Roaming

We strongly recommend that you open this [link](#) or go to our Important Documents section on our website [<http://www.audit-it.com.au/important-documents>] for guidance:-

If you have business/personal mobile roaming requirements when overseas call us on 08 8201 7222 to discuss them.

6. 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 our customer portal at: (as an example this is Fairtels)

<https://customerportal.telcoinbox.com/index.php?r=site/login&id=261>

If you want to access bills which are more than 24 months old, there may be an additional charge.

7. Direct Debit

We do not have direct debit arrangements.

8. Financial Hardship and Debt Counselling

Our financial hardship policy is available via using this [link](#) or by going to our Important Documents section on our [website](http://www.audit-it.com.au/important-documents) [<http://www.audit-it.com.au/important-documents>]

If you are experiencing financial hardship and would like to know if you might 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 organisations which provide free counselling and assistance. To find a financial counsellor in your area, visit <http://www.fcan.com.au>.

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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.

9. Complaint Handling

Our Complaints Handling Policy is available via using this [link](#) or by going to our Important Documents section on our website [<http://www.audit-it.com.au/important-documents>]

10. 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 Audit IT's customer portal by clicking this link or by going to our website's Customer Login section [<http://www.audit-it.com.au/customer-login>]

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.

11. 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 clicking this [link](#) or by going to our Important Documents section on our website [<http://www.audit-it.com.au/important-documents>]

12. Hardware

In you have any questions about hardware which we might supply please contact Audit IT on

08 8201 7222 or email admin@audit-it.com.au