

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 to info@Waterfront.net.au, which is available from this [link](#) or by going to our Important Documents section on our website [<http://www.Waterfront.net.au/important-documents>]

2. 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	Hours		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	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.

3. Coverage Maps

Our services may use either the Optus or Telstra 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 (Optus or Telstra Retail). If you have any questions about the networks we use, please contact us.

Where you obtain a mobile service from Waterfront that uses the Optus network or is a 3G service using parts of Telstra's 3G 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.

Click Here for [Telstra Coverage Map](#) | [Optus Coverage Map](#)

4. 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 Waterfront on 1300 695 465 or email info@Waterfront.net.au.

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 <http://www.Waterfront.net.au/important-documents>

5. International Roaming

International roaming on Waterfront mobile services are disabled by default. You can enable international roaming by contacting Waterfront on 1300 695 465 or email info@Waterfront.net.au. We strongly recommend that you do not enable international roaming unless required to avoid international roaming costs and bill shock.

ACMA's International Mobile Roaming Fact Sheet is available to download using this [link](#) or by going to our Important Documents section on our website [\[http://www.Waterfront.net.au/important-documents\]](http://www.Waterfront.net.au/important-documents)

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 Waterfront mobile services, please call on 1300 695 465 between Monday to Friday (9am-5pm AEST) or email info@Waterfront.net.au.

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 Waterfront SIM Card.

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 Waterfront's customer portal by clicking this [link](#) or by going to our website's Customer Login section [\[http://www.Waterfront.net.au/customer-login\]](http://www.Waterfront.net.au/customer-login)

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

7. Direct Debit

If you wish to set up Direct Debit for your Waterfront account, our Direct Debit form is available to download using this [link](#) or by going to our Important Documents section on our website [\[http://www.Waterfront.net.au/important-documents\]](http://www.Waterfront.net.au/important-documents). Once you have completed and signed the Direct Debit form, please return to Waterfront by posting to the below address or emailing to billing@Waterfront.net.au

Waterfront
Att: Billing Team
Level 9, 50 Berry Street
North Sydney NSW 2060

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 695 465, Monday to Friday between 9am-5pm

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.Waterfront.net.au/important-documents>]

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 organisations which provide free counselling and assistance. To find a financial counsellor 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.

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.Waterfront.net.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 Waterfront's customer portal by clicking this [link](#) or by going to our website's Customer Login section [<http://www.Waterfront.net.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.Waterfront.net.au/important-documents>]

12. Hardware

We may supply a range of hardware including the following Netcomm products for ADSL services; NB6, NB6W, NB6Plus4W, NB9 and NB9W. If you have any questions about hardware which we supply please contact Waterfront on 1300 695 465 or email info@Waterfront.net.au

13. Warranty

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

To claim under the warranty you must contact Waterfront by calling 1300 695 465 between Monday to Friday (9am-5pm AEST) or send an email to info@Waterfront.net.au 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 Waterfront.

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.