

What you need to know

Managing your spend

Ways of managing your spend

We provide a variety of ways to keep your spend on track, such as barring more expensive numbers, changing your plan or monitoring your usage online through our website. 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 plan and avoid unexpectedly high bills. Please note that actual usage will depend on the device used. 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)

Your network

Accord acts as a reseller of Acurus Networks' fixed line broadband supplied using nbn™ network and Mobile services supplied over Optus 4G network. Accord is responsible for supplying these services to our customers and we have no other affiliation or relationship with our wholesalers outside of our wholesale agreements.

Paying us

Your bill

We will bill you monthly in advance and your bill will be emailed to you directly. You can pay your bill free of charge via credit card or your Officeworks 30 Day Business Account. Billing will be automatically deducted from your selected payment method each month.

Financial hardship

Our Financial Hardship Policy is available here: www.accordconnect.com.au/pdf/financial-hardship-policy.pdf

Hardware and warranties

Our hardware comes with unconditional warranties that cannot be excluded under Australian Consumer Law. The Australian Consumer Law protects consumers by giving them certain guarantees when they buy goods and services. These are known as "Consumer Guarantees". For further information, please refer to the Australian Competition and Consumer Commission website.

Some of our hardware also comes with additional warranties supplied by us or a third party manufacturer ("Manufacturer Warranties").

For more information refer to our hardware warranty policy:

www.accordconnect.com.au/pdf/hardware-warranty-policy.pdf

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.accordconnect.com.au/pdf/appointment-of-authorised-representative.pdf

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.accordconnect.com.au/pdf/compliant-handling-policy.pdf