

What you need to know

Managing Your Spend

Ways of managing your spend

There may be other ways of keeping your spend on track, such as barring more expensive numbers, choosing right plan such as unlimited or monitoring your spend 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

Pronto Broadband acts as a reseller of Acurus Networks fixed line, Mobile and nbn™ broadband services. Pronto Broadband is responsible in supplying these services to our customers and we have no other affiliation or relationship with our wholesalers outside of our wholesale agreements. 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.

Paying Us

Your Bill

We will bill you weekly or monthly in advance depending on your plan and your bill will be emailed to you directly. You can pay your bill free of charge via debit or credit card. Billing will be automatically deducted from your primary card on file.

Financial Hardship

Our financial hardship policy is available here <https://prontobroadband.com.au/pdf/financial-hardship-policy.pdf>

What you need to know

Hardware and Warranties

Where we supply a hardware you are entitled to a warranty under the Competition and Consumer Act and we are responsible for dealing with any warranty matters on your behalf with the manufacturer.

For more information refer to our hardware warranty policy <https://prontobroadband.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

<https://prontobroadband.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: <https://prontobroadband.com.au/complaint-handling-policy.pdf>