We offer a range of spend management tools to assist our customers in managing their telecommunications expenditure and reduce the risk of bill shock. All spend management tools are available at no cost to you.

For more information, or if you would like assistance in utilizing these tools, contact Pentanet Customer Service by visiting our live chat on our website.

Alternatively, you can submit a ticket via our portal; speak to a Pentanet representative by telephone Monday to Friday during business hours on (08) 9466 2670; or email support@pentanet.com.au.

Data Usage
We will notify you via email when you reach 50%, 85% and 100% of your monthly data allowance. Keep in mind these notifications could be delayed up to 48 hours. Should you wish to unsubscribe from all usage notifications please contact us.

You can also view your monthly and daily usage, as well as current usage breakdown via our portal.

Knowing how much data online activities can use, may also help you with managing spend. The below guide may be of assistance. Please note that these are approximate values, so your actual usage could be far greater.

Activity	Data used
Emails	500KB per email
Photos/Documents	850KB per image
Streaming Video	300MB – 7GB per hour
Streaming Audio	25-150MB per hour
Internet browsing	10-50MB per hour
Online gaming	100MB-1GB per hour

Data Saving Tips
Here are a few helpful tips in making the most of your data allowance:

- **Turn off auto-play.** Many social networking sites have the option to have videos play automatically. This can usually be turned off in the settings.

- **Check your streaming quality.** Streaming services such as Netflix, Stan & YouTube have different quality settings for streaming in your browser. Streaming in qualities such as HD and 4K can use between 3GB-7GB per hour. Consider lowering the quality.

- **Make sure your WiFi network is secure.** Ensure you have a secure password to your Wi-Fi network to prevent any unauthorized access.

- **Regularly check for viruses and malware.** These can quickly consume your data allowance. Ensure your antivirus software is up to date and be sure to run scans regularly.

- **Disable automatic updates.** Smart phones, tablets and game consoles have settings that allow automatic updates. A single game update could be 15GB-20GB in size. If you have a plan with an Unlimited data allowance for off-peak times, consider scheduling large downloads to run during these times.

Downloads & Uploads
Download refers to when information is received by your device from somewhere else. For example, when you open a website or stream a video, the data is downloaded to your device before being opened or played.
Upload refers to when you send data from your device to somewhere else. For example, when you post content to social media or send an email.

Most people download more than they upload. It's important to note that for Pentanet services, your total usage is the combination of both downloads and uploads.

Shaping
If you exceed your monthly data allowance, you won't be billed for any excess usage. However, speeds will be shaped to 512Kbps/256Kbps. This shaping applies to both the on-peak and off-peak time frames. Once shaped, some applications may be unavailable or severely disrupted.

Data Packs
Data packs are available for purchase to temporarily increase your data allowance for the month. These are helpful if you have exceeded your monthly data allowance however would prefer not to change your plan. Data packs can be purchased through the portal or via the live chat on our website.

Changing Plans
If you find you are exceeding your monthly data allowance regularly, it may be time to consider changing your plan. This can be done at any time and can take effect immediately. You will just be charged the difference between your current plan and the new plan. To change your plan contact us.