

# Usage Warnings



SpinTel sends usage warnings to customers on shaped and excess plans throughout their month.

## Usage Warnings and Alerts

- For users on cap plans, we will notify you at 50%, 85% and 100% of your limit.
- Usage may take up to 48 hours to process, however most is updated within one hour.
- For mobile, international roaming and other overseas usage may take longer to appear.

## My Account Usage

- Detailed usage information may take up to 48 hours to process.

## Pro-Rata Usage

If you start your plan part way through the month you will receive a pro-rata charge, and a pro-rata plan inclusion, based off the days left in the month.

For example, a customer connecting to a 10GB plan which costs \$40 on the 15th of June will only receive 5GB to use between the 15th and 30th of June,

but they will also only pay \$20. At the start of the next month they will pay their full minimum monthly charge, and receive a full months worth of plan inclusions.

## **Excess Usage**

Excess usage can be very expensive. As our plans and caps vary between products, please consult your plans Critical Information Summary (CIS) to check what your costs might be should you exceed your plan allowance.

You can find your CIS in [My Account](#)

Online URL: <https://articles.spintel.net.au/article/usage-warnings.html>