

Plan Usage

Understanding Mobile Data Usage

Your mobile plan includes a monthly data allowance that refreshes at the start of each billing cycle. You can monitor your usage through My Account to help avoid unexpected charges and ensure your plan meets your needs.

Important: Your billing cycle determines when your monthly inclusions reset. At the beginning of each billing cycle, your included data, calls, and SMS allowances are refreshed.

For example, if your plan includes 10GB of data, you will begin using that allowance from the first day of your billing cycle. Any unused data does not roll over to the next billing cycle unless otherwise specified by your plan.

?How to Check Your Data Usage in My Account

1. Access and log in to your [My Account](#) portal.

My Account Login



Forgot [username](#) or [password](#)?

2. On the Dashboard, you'll see a summary of your services and their current usage.

Click **Manage Service** to expand the details of the service you wish to review.

Search by service type, plan, or username.

ⓘ Your usage resets in 13 days.

Mobile ()

[MANAGE SERVICE](#)

Data Usage

4.53GB Used (82.39%)

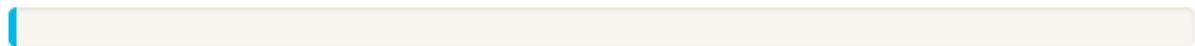
968.79MB remaining



Minutes

79 Minutes Used (0.79%)

9921 remaining



Texts

2 Texts Used

Unlimited



NBN ()

[MANAGE SERVICE](#)

Data Usage

11.84GB Used (5.92%)

188.16GB remaining

The service details page displays:

- Plan name and monthly price
- Service address
- Current plan information
- Usage summary for the selected billing period

You can also select a different month to review historical usage.

Select another service

Service Details

Plan Price	Plan
██████████	██████████
Service Address	Service Number
██	██████████

Service Usage

Data Usage
You've used 561.08MB (2.24%) and your usage resets in 21 days, you have 24.44GB remaining

2.24%

[Show detailed data usage](#)

Phone Usage Charges: \$0
The above amount contains usage for services not included in your plan

[Show detailed phone usage](#)
[Show roaming day pass usage](#)

Note: While every effort is made to process usage at regular intervals, some items may take up to 48 hours to appear in My Account.

JUN 2026 ▾

Daily Usage Breakdown

Below the usage summary, click **Show detailed data usage** to view the daily breakdown of your data usage by date.

Data Usage

You've used 561.08MB (2.24%) and your usage resets in 21 days, you have 24.44GB remaining

[2.24](#)[Show detailed data usage](#)

Date	Daily Total	Monthly Total
9 Jun 2026	3.71MB	404.87MB
8 Jun 2026	1.41MB	401.16MB
7 Jun 2026	237.13MB	399.74MB
6 Jun 2026	147.31MB	162.62MB
5 Jun 2026	3.35MB	15.31MB
4 Jun 2026	497.46KB	11.97MB
3 Jun 2026	208.90KB	11.47MB
2 Jun 2026	8.65MB	11.26MB
1 Jun 2026	2.61MB	2.61MB

Note: Daily usage records may be delayed by up to 48 hours while usage data is processed and updated. Because of this, there may be differences between the usage summary and the daily breakdown.

If the delay exceeds 48 hours or you notice significant discrepancies, please [contact us](#) for further investigation.

Understanding Capped and Uncapped Mobile Plans

Capped Data Plans

With a capped mobile plan, once you have used all of your included data allowance, your mobile data service will be automatically suspended.

To continue using mobile data, you will need to [purchase a data block](#).

Uncapped Data Plans

With an uncapped mobile plan, once you have used all of your included data allowance, an additional 1GB data block will automatically be added for \$10.

Additional data blocks will continue to be added automatically, up to a maximum of 10GB per billing cycle.

If you regularly exceed your included data allowance, you may wish to consider changing to a plan with a higher data inclusion that better suits your usage needs.

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