

Plan Usage

For Mobile, **Capped** means once you reach the data allowance amount, we will automatically suspend your data unless you wish to buy data block.

Uncapped means once you reach the data allowance amount, we will automatically add 1GB data (\$10), a maximum of 10GB per billing cycle. You might want to consider changing your plan to one that better suits your needs.

Note: Your billing cycle identifies the start date of your monthly inclusion. This means at the beginning of each billing cycle, your data, minutes, and messages allowance refreshes.

For example, if your wireless rate plan includes 10GB data, you'll begin using your data allowance on the first day of your billing cycle. If you don't use your entire allowance of 10GB, any excess will not roll over.

Steps on how to check your usage:

1. Access and log in to your My Account

My Account Login

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

2. In My Account, the Dashboard displays a summary of your services and their current usage. Click **Manage Service** to expand the details of the selected service.

Search by service type, plan, or username.

ⓘ Your usage resets in 13 days.

Mobile ([REDACTED])

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 ([REDACTED])

MANAGE SERVICE

Data Usage

11.84GB Used (5.92%)

188.16GB remaining

You will then get the service details of the selected service - plan price, service address, plan, and the actual service usage, where you can filter the month you want to check the usage.

MOBILE ([REDACTED])

Select another service ▼

Service Details

Plan Price

\$15.00 Per Month

Plan

Unlimited Voice/SMS, 5.5GB Data
Capped Bundle

Service Address

Service Number

Service Usage

Data Usage

You've used 4.53GB (82.39%) and your usage resets in 13 days

82.39%

[Show detailed data usage](#)

Phone Usage Charges: \$0

The above amount contains usage for services not included in you

[Show detailed phone usage](#)

NOV 2021 ▾

NOV 2021

OCT 2021

SEP 2021

AUG 2021

JUL 2021

JUN 2021

MAY 2021

APR 2021

MAR 2021

FEB 2021

The daily breakdown, located below the summary, provides detailed usage information for each day. This section may experience delays of up to 48 hours due to the time required to process and record data. Discrepancies between the real-time summary and the daily breakdown are often caused by this delay.

If delays extend beyond 48 hours or you notice significant discrepancies, please contact us so we can investigate further.

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