

Our Services: What You Need to Know

1. Authorised Representatives and Advocates

If you wish, you can appoint a person to interact with us on your behalf. An *advocate* is someone who you appoint to interact with us, but who does not have authority to change your account settings or details. An authorised representative is a person who you authorise to operate your account and make changes as if they were you.

To appoint either an advocate or an authorised representative, please complete and send to us our appointment form, which you can obtain from the link below:

<http://ncts.com.au/wp-content/uploads/2017/07/Appointment-of-an-Authorised-Representative.pdf>

2. Mobile Data – How much will you use?

To help you estimate the usage you will need in a phone or data plan, here is a guide to the amount of data that common tasks may incur.

In the example below, if you send/receive about 15 emails, visit 33 web pages, upload 3 posts (with photo) in Facebook, watch 1 hour of standard streaming video and download 3 songs every day, you would use approximately 5GB of data per month.

TYPE OF SERVICE	Example Daily Usage			
EMAILS SENT/RECEIVE with ATTACHMENTS	15	Emails	Every month you would consume	131.8 MB 4
WEB PAGES VISITED	33	Pages		990 MB
SOCIAL MEDIA POSTS WITH PHOTOS	3	Posts		43.94 MB 5
HOURS OF STANDARD STREAMING VIDEO	1	Hours		3600 MB
SONGS DOWNLOADED	3	Songs		360 MB
			YOUR ESTIMATED MONTHLY USAGE WOULD BE:	5.0 GB

Below are general guidelines for the amount of data used per service, to help you estimate your usage:

• 1 email (no attachment)	35 KB	• 1 min. of streaming video (standard)	2 MB
• 1 email (with standard attachment)	30 KB	• 1 min. of streaming video (HD)	5.1 MB
• 1 web page	1 MB	• 1 song downloaded	4 MB
• 1 social media post with photo	50 KB		

Note: Data usage varies by device. The above examples are based on averages and are estimates only. The actual amount of data used for the described activity can vary.

