Managing your spend

Monitoring your usage

You can monitor your usage at http://usage.australiaonline.net.au

The usage page will show you a summary of your Internet usage in the current usage period including your reset date.

Australia On Line – ADSL Soft and Hard Limits

Where an ADSL has a monthly allowance, usage is reset on the monthly anniversary of the say you started on your current plan.

You can choose hard or soft limits on your ADSL plan. Soft limits are the default. You can change to one or the other by sending an email to support@australiaonline.net.au

Hard limit – You never accrue additional data charges and your service slows down when you reach your included data limit.

Soft Limit – You never accrue more than $10 extra data usage charge. When you reach your included limit you can use up to 5GB of additional data at $2 per GB to a maximum charge of $10 per month whereupon your service will slow down and you cannot be charged any additional fees. Email notifications are sent within 24 hours of you reaching 50%, 85% and 100% of your monthly usage.

Mobile broadband limit

Mobile broadband does not have hard limits. When you exceed your monthly usage additional charges of 5c per MByte apply. Mobile Broadband usage reset date is the first day of each calendar month. Email notification are sent within 24 hours of you reaching 50%, 85% and 100% of your monthly usage.