



23 October 2013

### Managing Your Mobile Phone - Data Usage

Since 1 October 2013 Nobleheart has been sending SMS to mobile phone users when they have used 50%, 85% and 100% of the amount of data included in their mobile phone plan. If the Auto-barring feature has been applied to your service you will also receive SMS warnings that auto-barring is imminent and finally that auto-barring will occur. These features are applied to assist users in managing their data usage.

If you use has changed and you need more included data please speak to us about our data bolt-on plans to further manage and keep costs in check.

Soon we will instigate SMS usage warnings in relation to included call allowances as a further protection for users. We will let you know as soon as this further prudent management tool is applied to your mobile phone service.

If you are not sure whether the auto-barring feature has been turned on in relation to your mobile phone service, or whether you would like us to apply the auto-barring feature to your mobile phone, please contact us on 1300 006 416 or via the Customer Portal at our website [www.nobleheart.com.au](http://www.nobleheart.com.au).

Please note that the SMS usage warnings are sent to the mobile phone which has been using the data. Warnings are not sent to the Account holder or representative, so business owners should request their staff to keep them notified when usage warnings are received by the phone user as a prudent budgetary and accounting measure.

Please do not hesitate to contact us if you have any questions regarding these new features.

### Customer Portal - a window to your Account

You can view the services that Nobleheart provides to you, or review your usage, or conduct other activities in relation to your Account with Nobleheart at our Customer Portal at [www.nobleheart.com.au](http://www.nobleheart.com.au). Just use your Account number and password to log in. If you do not have, or remember, a password please contact us at 1300 006 416. The Customer Portal is a useful tool in the management of your telecommunications services.

### Coming Soon

We will be announcing new lower rates for international roaming very soon.

Please do not hesitate to contact me if you have any questions in regard to the services that we supply or that we could supply to you.

Regards  
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