



Spend Management

Activ8me offer a number of options to help customers monitor and manage their spend and usage each month.

Customers have the option of shaped broadband plans to restrict the amount they pay each month for their connection.

- A shaped plan does not charge excess usage if more data than your plan permits is used.
- A shaped plan will slow the speed of the connection once the monthly data limit has been exceeded.
- On a shaped plan you will always receive a flat monthly plan fee.

If you wish to switch to a shaped plan you can do so in the 'My Account' section of the Activ8me website. Here you will be able to view a list of plan options.

If you are currently on an excess plan we offer a usage meter that can be downloaded and installed on your computer to help you keep track of how much data you are using each month. The usage metre can be downloaded from the 'My Account' section of the Activ8me website. Please note that the usage meter updates every hour.

Activ8me will send an email to your registered email address and an SMS to your mobile phone number when you use 50%, 80% and 100% of your monthly data allowance. Your current email and mobile phone number will have to be listed on your account in order for you to receive these notifications.

If you require help changing your plan, downloading the usage meter or updating your contact details, please visit our 'Support and Setup Guide' section of our website or call our Customer Support team on 1300 760 219.