

Data Banking & Data Gifting

Eligible Better Life Mobile Services are able to send and receive data 'from' and 'to' other active Better Life Mobile Services and bank unused data.

This guide outlines our policy, eligibility and processes related to this service feature.

Data Gifting

Which plans can gift data?

Only active Better Life Mobile services on our L, XL and XXL Mobile plans can gift data to other Better Life Mobile services. All other mobile plans can only receive data. *(please note: our data only plans cannot send or receive any data).*

Which plans can receive data?

Any active Better Life Mobile phone service can receive data. The receiving service must have an underlying mobile phone plan that has not expired.

How much data can I gift?

You can gift as much data as you like however you can only gift data from your current available data and you must have at least 150mb remaining. Data can only be gifted in 1Gb increments from 1-10 at a time and up to 10 gift events per billing cycle.

Which data gets used first?

Gifted data is used first, then any 'bolt-on' data, then any included plan data followed by any banked data.

When will gifted data expire?

Gifted data will expire on the receiving services' normal expiry date. It is your responsibility to check this with the receiver to ensure they have time to use the data you send them.

What data can be gifted?

You can gift data from your current month's data allowance. You can't gift data that was gifted to you, bolt on data or banked plan data.

How do I gift data?

You will need to send an SMS to number 179.

The format of the SMS data gifting command is:

gift <receiver MSN> <transaction value>

As an example: gift 0490990001 1

THIS WOULD give 1gb DATA TO MOBILE NUMBER 0490990001

How can I check my data balance?

You can check your data balance by sending an SMS to 179 or by dialing *159# and press call.

SMS the word *bal* to 179 for balance information.

How might I lose my data?

- If you downgrade your mobile plan, you will lose any banked data and gifted data and the ability to gift data if you move to the M plan or lower.
- When you restart your plan, any gifted data will be lost.
- If you do not renew your plan within 24 hours of the last plan expiry, you will lose any gifted and banked data. No data is available outside of your underlying plan expiry.
- You got the mobile number wrong – Please check the mobile number you are gifting to carefully. If you send your data to another mobile number by mistake, we can't undo this for you.

Data Banking

Which plans are eligible?

All Better Life Mobile phone plans are able to 'bank' unused data. Our data only plans cannot.

How much data can I bank?

You can 'bank' a maximum as below:

Plan	Maximum Data Bank balance
XS	50GB
S	100GB
M	150GB
L	200GB
XL	250GB
XXL	300GB

Which data gets used first?

Gifted data is used first, then any 'bolt-on' data, then any included plan data followed by any banked data.

When won't my data bank?

- Your data will not bank if you downgrade your plan. If you do this, you will start again with just your base plan data.
- If you don't renew your service inside of 24 hours of expiry.
- Your data will not continue to bank beyond the maximum banking limit describe above.



Applicable Policy

Better Life Mobile services are provided for personal use only and cannot be resold or traded without our written consent. This applies to data gifting also. You cannot sell your data or trade it to others – this constitutes a breach of our General Terms and Conditions and Fair Use Policy both of which can be found in our FAQ section at www.betterlifemobile.com.au