

## Data Gifting & Data Roll Over

Eligible Better Life Mobile Services are able to send and receive data 'from' and 'to' other active Better Life Mobile Services and roll over 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 either 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.

#### Which data gets used first?

Gifted data is used first, then any rolled over data, then any bolt on data and lastly any included plan 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 rolled over data allowance, bolt on data and underlying included plan data. You can't gift data that was gifted to you.

### 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 rolled over data and gifted data and the ability to gift data if you move to the L 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 rolled over 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 Roll Over

### Which plans are eligible?

All Better Life Mobile phone plans are able to roll over unused data. Our data only plans cannot.

### How much data can I roll over?

You can roll over up to 100% of your previous month's data. You don't have to do anything; we'll automatically roll it over for you on your renewal date.

### Will it keep rolling over indefinitely?

No, data can only roll over for 1 month. If you haven't used that previous month's data by the end of the next month, it will expire. This means at any time, you can only have up to 2 months' worth of data on your plan.

### Which data gets used first?

Any rolled over data will be used before your current month's data. We will send you a SMS when you have used all off your previous month's data and have started the current month's data.

### When won't my data roll over?

- Your data will not rollover 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.
- If the data has been rolled over from a previous month it won't roll over again.



### Applicable Policy

Better Life Mobile services are provided for personal use only and cannot be re-sold 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](http://www.betterlifemobile.com.au)