



4G Mobile Broadband – Small

Critical Information Summary

Information about the service

The offer

This plan offers a **\$39.95** (including GST) 4G mobile broadband service on a 12 month term which includes;

- Included value allowance of **10GB** of **National Data**
- Included Huawei E3276 USB Modem
- Free setup
- Free shipping
- Free Activation
- An option to select Huawei E589 Mini WiFi modem in the place of the included Huawei E3276 USB Modem for an additional \$5.00 per Month.

The allowance expires at the end of each month

Included Device

A compatible device is included with the offer to gain access to the service, and is required to be operated inside the coverage area. More information on device requirements and coverage is available here:

http://www.exetel.com.au/optus_coverage_map.php

Minimum Term

Your minimum term is 12 months from the agreed activation date. Once the initial contract term has expired, the monthly access charge will continue to be charged on a month to month basis until the service is changed or cancelled. After the contracted period, the service can be cancelled at any time with 30 days' notice.

Early Termination Charge

If the service is cancelled before the end of the 12 month contract period, then a maximum early termination charge of \$479.40 will apply.

Included in this offer

The included **National Data** allowance can be used in Australia to access the internet from a compatible device.

What is not included in this offer

The included **National Data** allowance cannot be used whilst overseas. The monthly allowances are not interchangeable and unused value from one allowance cannot be transferred into the following month if unused. Making Voice calls and sending messages (SMS and MMS) are not included on this service, and are permanently barred.

Restrictions

The offer is available for personal use only, and is not available for business use.

This offer is subject to the Exetel Terms and Conditions this is a Critical Information Summary only, for the full Terms and Conditions go to;

http://help.exetel.com.au/t_resi_mobile_broadband.php

This offer is subject to the Exetel Acceptable Use Policy, this is a Critical Information Summary only, for the full Acceptable Use Policy go to;

http://help.exetel.com.au/aup_res_mobile_broadband.php

Information about Pricing

Minimum Monthly Cost

\$39.95 (including GST) is the **minimum** monthly financial commitment for this offer. If your usage exceeds the **National Data** allowance, additional usage charges apply.

The charge used to calculate your usage (allowance and any excess) is as follows (including GST);

Calls to Australian Fixed Line & Mobile

This feature is not supported on this Product

SMS National

This feature is not supported on this Product

MMS National

This feature is not supported on this Product

National Data

National Data is counted in kilobyte increments and rounded up to the nearest megabyte for the purpose of allowance calculation and excess usage charging.

Billing

Your service is billed the same day every month, including charges the minimum monthly cost the month in advance and any excess or non-included usage incurred for the full month prior.

Services that are paid by Credit card (Visa/MasterCard) will incur a transaction fee of \$1.10 per transaction.

The first month and final month are billed pro-rata for the invoice period. For example, if your service is activated halfway through the month, you will only be charged for the half the month with half the allotted allowance.

For more information on pro-rata billing, head to http://exetel.com.au/a_support_billing.php#config

Other Information

Usage Meter and Records

The member services portal provides an easy to use usage meter to monitor your allowance usage. To access your usage or to access past records, login to your secure member portal from;

www.exetel.com.au

Using your plan overseas

Your monthly **National Data** allowance does not include any usage whilst used when roaming overseas. Global Data Roaming is set as inactive by default. Mobile broadband Data Roaming is not permitted on this service.

Exetel Customer Contacts

To contact Exetel for assistance, there are a number of options to facilitate your enquiry;

Residential Sales to order new services

Call: 1300 788 141 option 1

Email residentialsales@exetel.com.au

Residential Provisioning to enquire as to your service activation

Call: 1300 788 141 option 3

Email provisioning@exetel.com.au

Residential Support if you have a fault or problem with your service

Call: 1300 788 141 option 2

Email residentialsupport@exetel.com.au

Complaints Handling Policy

Complaints or Requests for Assistance to formulate a Complaint can be lodged via:

- i) Exetel's Helpdesk ticketing system via your online Exetel Secure Users Facility; or
- ii) Emailing our complaints e-mail address at complaints@exetel.com.au; or
- iii) Faxing 02 8030 2100 at any time; or
- iv) Telephoning 02 8030 1000 during Business Hours; or
- v) Telephoning 02 8030 1000 outside Business Hours by leaving a voicemail; or
- vi) Mailing your complaint via Registered Mail to:

Exetel Pty Ltd
Level 5, 121 Walker Street
North Sydney, NSW 2060

Additional information can be found here:

http://help.exetel.com.au/pdf_files/ExetelComplaintsHandlingPolicy210512a.pdf

At the conclusion of the Exetel Complaints Handling Process, if you feel your matter has not been resolved to your satisfaction and you have utilised the Complaints Escalation Process, you have the right to seek an alternate external dispute resolution remedy offered by the TIO. You can call the TIO on 1800 062 058 or contact them via their website;

<http://www.tio.com.au/making-a-complaint>