

# ExeSim Saver 4G Mobile Voice Plan (11M15-s)

This summary gives you the important information you need to know about your Exetel mobile Voice plan. It covers things like the length of your contract, billing, what's covered and what's not.

## Information About The Service

This plan offers a \$19.99 4G mobile voice service on a month to month term which includes three included value allowances and two unlimited allowance.

1. \$300 of National talk to Landlines and Mobiles
2. \$200 of National SMS and MMS
3. 1.5GB of National Data
4. UNLIMITED on-account calls to Exetel Mobile, Fixed & VoIP services
5. UNLIMITED calls to Exetel Sales & Support Numbers

Recurring charges are payable monthly in advance. The allowances expire at the end of each month. The included National Data allowance includes all usage for both uploads and downloads. This is a stand-alone service and is not bundled with any other product.

## BYO device

A compatible mobile (with the Optus Network) device is required 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/mobilephone/plans-service-availability>

## Minimum term

Your minimum term is a full calendar month with the option to cancel with 28 days notice.

## Included in this offer

The included National talk allowance can be used to make calls in Australia to Australian Fixed lines & Mobile numbers, calls to 13, 1300 & 1800 numbers, retrieve voicemail messages, and activate a National call diversion. The Unlimited On-Account Allowance can be used to make FREE calls in Australia to all of your Exetel Mobile and Fixed (PSTN & VoIP) Services on the same Account as your ExeSim Saver (11M15-S) Mobile Service. The unlimited calls to Exetel Sales & Support Numbers allow you to call 02 8030 1000, 1300 788 141 and 1300 393 835 for Free. The included National Data allowance can be used in Australia to access the internet from a compatible device. The Included SMS and MMS allowance can be used in Australia to send SMS and MMS messages to other Australian mobile numbers in Australia.

## What is not included in this offer

The included National talk and SMS/MMS allowances cannot be used for calls and messages that are not specifically mentioned in the included allowances; which includes (but is not limited to); International Calls, Premium Calls to 190X or 0055 services, Premium SMS/MSS to numbers starting with '191', '193 – '197' and

'199', Premium/Paid content, content packs, directory assistance or any other content services or charges.

The monthly allowances are not interchangeable and unused value from one allowance cannot be transferred to another or into the current or following month if unused. For example, excess National talk or SMS/MMS values cannot be transferred to any unused value in the National Data allowance

Subject to the Exetel Mobile Acceptable use Policy and the Exetel Terms and Conditions go to: <http://www.exetel.com.au/terms>

## Information about pricing

### Minimum monthly cost

**\$19.99** is the minimum financial commitment for this offer. If your usage exceeds the included National talk and/or SMS and MMS allowance, and/or the National Data allowance, additional usage charges apply.

The most common charges used to calculate your usage (allowance and any excess) are as follows;

#### Usage in Australia

Excess Call Rate per Minute to fixed Lines & mobiles (charged per 60 sec Block)	\$1.10
Excess Data Rate per GB Block (upload & download counted)	\$10.00

Excess Usage 1GB Date Blocks are automatically applied to your service at a cost of \$10.00 for any usage in excess of your Monthly Data Allowance. You may elect to limit your excess usage spend in My Exetel, under Spend Threshold Management.

## Comparison rates

Standard Usage Charges (including GST)

2 Minute Standard Call to Fixed or Mobile numbers	\$2.20
Standard National SMS	\$0.25
Excess National Data per 1MB (charged per GB Block)	\$0.01

If you restricted your use solely to Standard National Mobile Calls each of 2 minutes in duration, you could make 136 calls.

This is a summary only, full details on the Rate Table are available at: <http://www.exetel.com.au/mobilephone/plans-charges>

The International Rate Table is available on the Exetel website: <http://www.exetel.com.au/mobilephone/plans-int-callrate>

## Billing

Your service is billed on the same day every month, including charges for 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 and an Amex service fee of 2.97% of invoice value. Pay by Direct Debit from your bank to avoid these fees.

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.

## Other Information

### Using Your Service Overseas

You cannot use your included Voice call minutes, SMS/MMS allowance and mobile data allowance if you are overseas. If you want to use your Exetel mobile phone plan when overseas you'll need to activate roaming if its not already on. You can check your roaming settings and turn it on/off in the My Exetel user facilities.

**You will be charged at our roaming rates which are significantly higher than your normal mobile voice calls, message sent & recieved and data usage (note, roaming is only available for certain countries). To avoid surprises, see <http://www.exetel.com.au/mobilephone/plans-roaming> for information on roaming call, message and data rates or call our Sales Team if you are unsure.**

### Exetel Members Facilities

You will be provided with a secure Members portal where you will be able to view your daily data, SMS/MMS and call usage for your Exetel service. You will also be able to track all your Exetel invoices, make changes to your existing service and buy new services from this portal. Exetel Member Login Page:

<https://www.exetel.com.au/myexetel>

### Exetel Customer Contacts

When contacting Exetel for assistance, there are a number of options to facilitate your enquiry;

#### New Sales Details

Contact our Residential Sales Team on [residentialsales@exetel.com.au](mailto:residentialsales@exetel.com.au) or call **1300 393 835** and select **Option 1** to order a new service or change your plan.

#### Support Details

Contact our Residential Support Team on [residentialsupport@exetel.com.au](mailto:residentialsupport@exetel.com.au) or call **1300 788 141** and select **Option 2** to get all the help you need using your services.

#### Provisioning Details

Contact our Residential Provisioning Team on [provisioning@exetel.com.au](mailto:provisioning@exetel.com.au) or call **1300 788 141** and Select **Option 3** to get all the help you need on the status of your new service.

#### Billing Details

Contact our Residential Billing Team on [billing@exetel.com.au](mailto:billing@exetel.com.au) or call **1300 788 141** and Select **Option 4** to get all the help you need regarding your service usage details and monthly bill.

### Customer Complaints & TIO Information

For customer complaints, we encourage you to contact us first so that we can try to resolve the complaint.

You can contact Exetel's complaint resolution team at [complaints@exetel.com.au](mailto:complaints@exetel.com.au) or call **1300 393 835** and select **Option 1**.

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman on **1800 062 058**. For full contact information visit [www.tio.com.au/about-us/contact-us](http://www.tio.com.au/about-us/contact-us)

This is a summary only – the full legal terms for broadband services are available at <http://www.exetel.com.au/terms>