

ExeGo 4G Mobile Broadband

Residential – 1.5GB, 5GB, 8GB, 15GB, 50GB or 70GB plans

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

Plan Details						
Included Monthly Data (Upload & Download) Allowance	1.2 GB	2.5 GB	4 GB	8 GB	12 GB	18 GB
Bonus Monthly Data (Upload & Download) Allowance*	300 MB	2.5 GB	4 GB	7 GB	38 GB	52 GB
Total Monthly Data (Upload & Download) Allowance¹	1.5 GB	5 GB	8 GB	15 GB	50 GB	70 GB
Monthly 4G Mobile Broadband Plan Charge	\$9.99	\$19.99	\$29.99	\$44.99	\$59.99	\$79.99
Cost of included data (per MB)	\$0.006660	\$0.003998	\$0.003749	\$0.002999	\$0.001200	\$0.001143
One off activation fee	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Total Minimum financial commitment over Contract Term	\$9.99	\$19.99	\$29.99	\$44.99	\$59.99	\$79.99
Excess Data Rate (per GB block)	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00

Information About The Service

These plans offer 4G mobile broadband service that allows customers to access the internet remotely and wirelessly via the Optus 2G, 3G, 4G and 4G Plus Networks on a month to month term which includes an allowance of National Data.

The National Data allowance includes any usage (both uploads and downloads) used only in Australia, and expires at the end of each month. This is a stand-alone service and is not bundled with any other product.

*** Bonus Monthly Data Allowance available for the first 12 months of plan life. Exetel may remove the Bonus Monthly Data plan allowance after the first 12 months.**

Available to all new Exetel Mobile Broadband customers and existing Exetel Mobile Broadband customers whose services are upgraded (spend \$0.01 or more extra per month).

¹ Prorata allowance applies in first month.

BYO Device

A compatible 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/broadband/mobile-broadband-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 Data allowance can only 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 (roaming charges may apply). Any 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

This is a summary only, for the full Terms and Conditions go to:

<http://www.exetel.com.au/terms>

Information About Pricing

Minimum Total Cost

Refer to table above. If your usage exceeds the National Data allowance, additional usage charges apply for uploads and downloads.

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

National Data	
Excess National Data per 1GB Block	\$10.00

Excess Usage 1GB Data 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.

Credit Card Surcharge

Services that are paid by Credit Card (Visa, MasterCard or American Express) incur a 1.0% transaction fee. If you wish to avoid this charge, please select the Direct Debit option.

Other Information

Using Your Service Overseas

You cannot use your included mobile data allowance if you are overseas. If you want to use your ExeGo mobile Broadband Service when you're 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 broadband data usage rates (note, roaming is only available for certain countries). To avoid surprises, see <http://www.exetel.com.au/mobilephone/plans-roaming> for information on roaming 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 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:

http://www.exetel.com.au/my_exetel

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 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 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 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 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 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

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