Get things done.

ExeSim Plus 4G 12 Month Mobile Voice Plan (2A18-XL)

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 $49.99 4G mobile voice service on a 12 month term which includes two included value allowance and two unlimited allowances:

1. UNLIMITED National talk to Landlines and Mobiles
2. UNLIMITED National and International SMS and MMS
3. 23GB of National Data*
4. $500 International talk to Landlines and Mobiles*

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.
* Prorata allowance applies in the first month.

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 12 calendar months with the option to cancel with 28 days notice.

Your Total Minimum Cost over 12 months is $599.88.
If you cancel early, the fees are:

Cancellation Month	Cancellation Fee
0 to 5	$170.00
6-11	$65.00

Included in this offer

The UNLIMITED National talk allowance can be used to make calls in Australia to Australian Fixed lines & Mobile numbers. The included unlimited National and International SMS and MMS allowance can be used in Australia to send SMS and MMS to Mobile numbers anywhere. 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 UNLIMITED National talk, SMS and MMS allowance cannot be used for calls and messages that are not specifically mentioned in the included allowance; which includes (but is not limited to); 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 included National Data allowance cannot be used whilst overseas.

The monthly allowances are not interchangeable and unused value from one allowance cannot be transferred to another or into the current of following month if unused.

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

$49.99 is the minimum monthly financial commitment for this offer. If your usage exceeds the included National Data Allowance, additional usage charges will apply. $599.88 is the minimum financial commitment for this offer over 12 months.

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	N/A
Excess Data Rate per GB block (upload & download counted)	$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 Treshold Management.

Comparison rates

Standard Usage Charges (including GST)

2 Minute Standard Call to Fixed or Mobile numbers	Unlimited
Standard National SMS	Unlimited
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 Unlimited 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

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 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** or call **13 39 38** to order a new service or change your plan.

Support Details

Contact our Residential Support Team on **residentialsupport@exetel.com.au** or call **13 39 38** to get all the help you need using your services.

Provisioning Details

Contact our Residential Provisioning Team on **provisioning@exetel.com.au** or call **13 39 38** 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 **13 39 38** 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 **13 39 38**.

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**

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

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