

Home Wireless Broadband Plans

Information About The Service

These are post-paid Home Wireless Broadband Services that include a data allowance of 250GB for use within Australia, which is supplied by Exetel using the Optus 4G Plus network.

Minimum Term

You can get this plan on a month-to-month contract, 12-month contract.

Minimum total cost: Month-to-month contract

First month: \$99 modem fee including shipping plus pro-rata of the first month charge of \$39.99.
Subsequent months: Monthly charge of \$39.99

Minimum total cost: 12-month contract

First month: \$0.00 modem fee including shipping plus pro-rata of the first month charge of \$39.99.
Subsequent months: monthly charge of \$39.99

Plan usage types

Data used in Australia: Monthly Included Data Allowance 250GB
Additional data within Australia: If you use more than your included data during your billing month we'll automatically give you another 10GB for \$10 up to a maximum of 50GB (5 x 10GB blocks) of additional data on your service per month. Note that once your data usage reaches 250GB the service will be slowed to 256 Kbps until your next bill cycle. Once you reach 300GB your service will be blocked. Any unused data allowance does not roll-over.

Serviceability and speed

The Exetel Home Wireless Broadband Service is only available in selected areas on the Optus 4G Plus network with the modem supplied by Exetel. There may also be technical or commercial reasons that affect your ability to access the service at your address. The service cannot be used overseas. To check your serviceability, visit www.exetel.com.au. We recommend that you position your modem close to a window to maximise signal strength.

Whilst the Exetel Home Wireless Broadband service uses Optus' 4G network, it is designed to be used in the home and its data speeds are different to mobile and mobile broadband speeds on Optus' 4G network. In metropolitan areas where there is 2300 MHz coverage at your nominated address, download and upload speeds of up to 12/1Mbps are available. If 2300 MHz coverage is not available at your nominated address, download and upload speeds of up to 5/1 Mbps are available.

Your actual speed will depend on a number of factors including congestion, location, local conditions, hardware, software and general internet traffic.

Bundling arrangements

You don't need to bundle this plan with any other Exetel service.

Equipment needs

You need a compatible modem fitted with a 4G SIM to use this service. Exetel will supply the modem and SIM. You must pay for the modem upfront in the first month on a month to month plan or it will be supplied free of charge on a 12-month plan. The SIM supplied with the modem must not be removed from the modem and will not work in any other device.

Mobile Acceptable Use Policy

The purpose of our acceptable use policy is to ensure that all our customers can access our services, and do not use our services in a manner that we consider 'unreasonable' or 'unacceptable', including, but not limited to 'non-ordinary' or 'commercial purpose use' of this plan. The policy also sets out your responsibilities when you use the internet, including any content which you publish online or by email. It also confirms steps we may take to ensure and monitor compliance with this policy as well as setting out our responsibilities to comply with directions from regulatory and other law enforcement bodies. For more information visit <https://www.exetel.com.au/files/terms/ExetelAcceptableMobileUsePolicy.pdf>

Information about pricing

Minimum monthly charge

\$39.99 per month

Cancellation fees

You can cancel your home wireless broadband service with 28 days' notice, however if you are within your 12-month contract period and choose to cancel your service, then cancellation fees will apply as per the following table:

12-month plan	
Month	Charge
1-6	\$185
7	\$96.20
8	\$81.40
9	\$66.60
10	\$46.25
11	\$29.60
12	\$14.80

Data usage

Data will be counted in kilobytes and includes both uploads and downloads. The cost of 1GB of data within your Included data allowance is \$0.16/GB. If you use more than your 250GB of included data during your billing month, we'll automatically give you another 10GB for \$10 up to a maximum of 50GB additional data on your service per month. Once your data usage reaches 250GB, the service will be slowed to 256Kbps until your next bill cycle or till you reach 300GB where your service will be blocked

Device guide

A step-by-step guide on how to set up your new device and assist with basic troubleshooting enquiries is available at www.exetel.com.au

Billing and payments

Electronic bills are the fee free option; there is no option to receive a paper bill. To see your bills online or request email billing go to My Exetel.

Direct Debit is the fee free way to pay your Exetel bill. Make sure you have sufficient funds on the day we debit your account or a dishonour fee of \$10 will apply. If you choose to pay your bill via Credit Card, you will be charged a 1.0% Credit Card transaction fee. To set-up direct debit visit My Exetel.

Other information

Track your spend

We'll provide you with email and SMS usage alerts once you've reached approximately:

- 50%, 85% and 100% of your included data
- 50%, 85% and 100% of each 10GB of additional data

You can also monitor your unbilled usage:

- Visit My Account at https://www.exetel.com.au/my_exetel

Relocating to another service address

If you relocate to another service address you should contact us to discuss your options for continuing to access the service at your new address, as the service may not be available at your new address at all, or you may need to access a broadband service via a different access method. To check your serviceability at your new address, visit www.exetel.com.au

If you relocate we may have to change the access method for your broadband service:

- A new plan that is reasonably comparable with your current plan; or
- An alternative plan, but only if we take reasonable steps to address any detrimental impact that the change may have on you that is not minor. If we change your access method, you must provide all reasonable assistance to enable the change to be implemented, including access to your premises and equipment.

Customer service

You can call 13 39 38 for assistance on your account balance, usage status, payment details and other information. For other assistance and account information, visit [My Exetel](#)

Customer complaints

You can contact our complaint resolution area by calling us on 13 39 38 for residential and small business customers. We encourage you to contact us first so that we can try to resolve your complaint straight away. If you're not happy with the outcome, you may also contact the Telecommunications Industry Ombudsman on 1800 062 058

This is a summary only – the full Terms and Conditions for this plan can be found at <https://www.exetel.com.au/terms>