

# 4G Mobile

## ExeSim SAVER (4M14-S)

This summary gives you the important information you need to know about your Exetel mobile 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 service on a month to month term which includes two included value allowances

1. \$200.00 of National talk, text and MMS, and
2. 500MB of National Data

The allowances expire at the end of each month. The included National Data allowance includes all usage for both uploads and downloads.

### 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/resi\\_mobile\\_availability.php](http://www.exetel.com.au/resi_mobile_availability.php)

### Minimum term

Your minimum term is a full calendar month with the option to cancel with 30 days notice.

### Included in this offer

The included National talk, text and MMS allowance can be used to make calls in Australia to Australian Fixed lines & Mobile numbers, Video calls to Australian numbers, calls to 13, 1300 & 1800 numbers, send SMS to National and International numbers, send MMS to Australian & International numbers, use the Surepage service, retrieve voicemail messages, and activate a National call diversion. 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 talk, text 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); 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 following month if unused. For example, excess National talk, text and MMS value cannot be transferred to any unused value in the National Data allowance

### Restrictions

This offer is only available to existing Exetel Mobile customers that are changing from an existing Exetel mobile service dated prior to January 2013.

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

[http://help.exetel.com.au/Mobile\\_Terms\\_and\\_Conditions\\_JAN14.php](http://help.exetel.com.au/Mobile_Terms_and_Conditions_JAN14.php)

### Information about pricing

#### Minimum monthly cost

**\$19.99** is the minimum financial commitment for this offer. If your usage exceeds the included National talk, text 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;

#### Calls to Australian fixed line & mobile

Flagfall	\$0.35
Call Rate per Minute	\$0.90
<b>SMS National</b> (per 160 characters)	\$0.25
<b>MMS National</b> (per 500 KB)	\$0.50

### Comparison rates

Standard Usage Charges (including GST)

2 Minute Standard Call to Fixed or Mobile numbers	\$2.15
Standard National SMS	\$0.25
Excess National Data per 1MB	\$0.05

If you restricted your use solely to Standard National Mobile Calls each of 2 minutes in duration, you could make 93 calls.

This is a summary only, full details on the Rate Table are available at:

[http://www.exetel.com.au/resi\\_mobile.php](http://www.exetel.com.au/resi_mobile.php)

The International Rate Table is available on the Exetel website:

[http://exetel.com.au/resi\\_mobile\\_int\\_callrate.php](http://exetel.com.au/resi_mobile_int_callrate.php)

## 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://www.exetel.com.au/my\\_exetel.php](http://www.exetel.com.au/my_exetel.php)

## Other information

### Exetel customer contacts

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

#### Order new services

Residential Sales

by calling **1300 788 141** and press **Option 1**  
or drop us an email at [residentialsales@exetel.com.au](mailto:residentialsales@exetel.com.au)

#### Enquire as to your service activation

Residential Provisioning

by calling **1300 788 141** and press **Option 3**  
or drop us an email at [provisioning@exetel.com.au](mailto:provisioning@exetel.com.au)

#### If you have a problem with your service

Residential Support

by calling **1300 788 141** and press **Option 2**  
or drop us an email at [residentialsupport@exetel.com.au](mailto:residentialsupport@exetel.com.au)

### Exetel members facilities

You will be provided with a secure Members portal where you will be able to view your daily data 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:

[www.exetel.com.au/my\\_exetel.php](http://www.exetel.com.au/my_exetel.php)

## 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](mailto:complaints@exetel.com.au); or
- iii) Faxing **02 8030 2100** at any time; or
- iv) Telephoning **1300 788 141** during Business Hours; or
- v) 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](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>