

## VALUE MOBILE BROADBAND

Flexi Mobile Broadband Plans give you access to the Optus 4G network for mobile data use. Please refer to **WHAT'S INCLUDED** below for plan inclusions.

PLAN	VALUE 7	VALUE 15	VALUE 50	VALUE 100
<b>Minimum Monthly Charge</b>	\$15 /month	\$25 /month	\$45 /month	\$70 /month
<b>Monthly Data Allowance</b>	7GB	15GB	50GB	100GB
<b>Maximum Charge for Early Termination</b>	\$50	\$85	\$145	\$225
<b>Minimum Term</b>	12 months	12 months	12 months	12 months

### BUNDLING

This offer is not conditional on any bundling arrangement.

### HARDWARE & EQUIPMENT

Customers who sign up to the plan will receive a SIM card only and no other hardware. If your SIM card is lost or damaged, we may charge a replacement fee of \$11.

This plan is compatible with our Monthly Device Payments (MDP's). A MDP will allow you to purchase hardware using standard monthly repayments. A MDP is a separate product that is contracted for 24 months. Direct debit is a compulsory requirement of MDP. Early termination charges apply.

For any faults, issue or support in relation to hardware, please refer to the manufactures website.

### MINIMUM TERM

All plans are contracted for 12 months.

### MONTHLY ACCESS FEE

The minimum monthly access fees for the Value Mobile Broadband plans is listed in the table above.

If you use more data than your monthly allowance provides, use your device to send SMS/MMS messages or use the service whilst overseas you will have to pay more than the relevant monthly access fee.

### WHAT'S INCLUDED

Your included data allowance can be used to access the internet and to send and receive emails from your mobile handset. Data usage will be counted in kilobytes, where 1000KB=1MB and 1GB = 1000MB. Unused allowances do not carry over to the following month

### WHAT'S EXCLUDED

All monthly allowances exclude usage charges while you are overseas. You cannot use the supplied SIM card to access voice calls. SMS / MMS messages are charged in addition to the monthly fee.

### EARLY TERMINATION CHARGE

If you cancel your service while you are in-contract, you will incur an Early Termination Charge (ETC). ETC amounts are listed in the table above.

### ADDITIONAL PRICING INFORMATION

The cost of sending a standard national mobile SMS is \$0.25c.

The cost of sending a standard national mobile MMS is \$0.55c.

The cost of using 1MB of data within Australia on Value Mobile Broadband plans are; Value 7 - \$0.0021, Value 15 - \$0.0016, Value 50 - \$0.0009, Value 100 - \$0.0007.

### FEES & CHARGES

If you exceed your included data limit on your plan, you will automatically be charged an additional \$10 for an extra 1GB block of data. After that, each time you exceed the 1GB block of extra data within the current billing period, an additional 1GB block of extra data will be added at a charge of \$10.

### CHANGING YOUR PLAN

You can complete one change to a higher value plan at any time throughout the current monthly billing period. Subsequent requests to increase your plan within the same monthly billing period will not be completed until the commencement of the next billing cycle. Requests to change an existing service to a lower plan are only actioned at the commencement of the next monthly billing period to avoid potential excess usage charges from pro-rata changes.

### COVERAGE

This plan enables you to access 4G (when using a 4G compatible handset). The Optus 4G Network is available in selected areas. To check coverage, go to the mobile plans page on our website. Outside 4G coverage areas compatible handsets will switch to the Optus 3G network.

Importantly if you have a compatible handset and you are in a 4G coverage area you will download data at significantly faster rates.

### USAGE INFORMATION

We recommend that you use our SmartCentre application to track your usage. It is available on the 'Sign in Centre' page on the relevant website listed at the bottom of this document. Once you have a SmartCentre account, you'll automatically receive alerts when you reach 50%, 85% and 100% of your included monthly allowance(s). Information in the Smart-Centre Application and in the Usage Alerts may be up to 48 hours old.

### INTERNATIONAL ROAMING

You will need to have international roaming activated on your service prior to leaving Australia to be able to access this capability. Once you have access to international roaming it is easy to run up expensive charge's very quickly.

## Critical Information Summary

This summary does not reflect any discounts or promotions which may apply from time to time. All prices contained in this document are **inclusive** of GST, unless otherwise stated.



### THINGS TO REMEMBER

All rates specified within your product terms and conditions refer to usage within Australia. Calls made, data used and SMS/MMS messages sent outside Australia will be charged at a rate levied by the overseas carrier. International roaming charges are not part of your plans included value. For more information on international roaming visit the relevant website listed at the bottom of this document.

### BILLING

When you first start a plan or change your plan part way through a billing period, your first bill will have additional charges. It will include your minimum monthly charge in advance, plus a proportion of your minimum monthly charge based on the number of days left in the billing period.

### PAPER INVOICE CHARGE

Paper invoices incur a fee of \$2.20. Receiving your invoice via email does not incur a charge.

### MORE INFORMATION

Please visit [www.commsalliance.com.au/BEP](http://www.commsalliance.com.au/BEP) to access the Communications Alliance Broadband Education Package.

## WE'RE HERE TO HELP

### FOR MORE INFORMATION

We are committed to creating a culture where your feedback is encouraged, recognised and consistently captured. If you would like to provide us with feedback, ask for more information or make a complaint please call Customer Help on **1300 228 123**.

### TIO

If you have raised a complaint with us and you are unsatisfied with our decision or the outcome, you are entitled to contact the Telecommunications Industry Ombudsmen (TIO).

The TIO can be contacted on 1800 062 058 or log onto the website: [www.tio.com.au](http://www.tio.com.au).