

## VALUE MOBILE BROADBAND

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.

PLAN	VALUE 7	VALUE 15	VALUE 50	VALUE 100	VALUE 250
Monthly Charge	\$15 /month	\$25 /month	\$45 /month	\$70 /month	\$115 /month
Monthly Data Allowance	7GB	15GB	50GB	100GB	250GB
Contract Length	12 months	12 months	12 months	12 months	12 months
Minimum Cost over 12 months	\$180	\$300	\$540	\$840	\$1380
Maximum Charge for Early Termination	\$50	\$85	\$145	\$225	\$390

### INFORMATION ABOUT THE SERVICE

Flexi Mobile Broadband Plans give you access to the Optus 4G network for mobile data use.

#### BUNDLING

This offer is unbundled.

#### 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 have a 12 month contract

#### CHANGING YOUR PLAN

At any time during the contract term, you may change to a different plan with a higher monthly charge without incurring a fee. Changing to a different plan with a lower monthly charge will incur a contract cancellation and subsequent Early Termination Charge (ETC).

#### 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.

### INFORMATION ABOUT PRICING

#### 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.

#### EARLY TERMINATION

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.

#### 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.

#### ON THESE PLANS

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 plans are; Value 7 - \$0.0021, Value 15 - \$0.0016, Value 50 - \$0.0009, Value 100 - \$0.0007 and Value 250 - \$0.00046.

### OTHER INFORMATION

#### 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

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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 SmartCentre 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 charges very quickly.

## 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. You'll still receive a full month's call and data allowance.

## PAPER INVOICE CHARGE

Paper invoices incur a fee of \$2.20 (including GST).  
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).