

Critical Information Summary - Mobile

Service Availability

Service is not available to all areas. The type of service offered may need further qualification checks to determine what's available at your location.

Information about the service

This mobile phone service is a "SIM-Only" service for use with an existing mobile phone handset. Your service 'usage reset' date is the 27th of every month.

Requirements and Availability

You will need an unlocked mobile phone handset that can access the 4G network. You may request a new phone number with this service, or alternatively you can request to port across an active number from another carrier.

Please note: If you are requesting to port a number from another carrier, AussieTel Mobile will not be liable for any fees or charges applied by the outgoing carrier.

Fair Use Policy

You must comply with our Fair Use Policy and not use your services in an unreasonable or fraudulent manner or in a way that detrimentally interferes with the integrity of the network. We may take action if you breach the Fair Use Policy, including suspending or cancelling your service.

What's Included

- Calls to mobile and landlines within Australia
- SMS & MMS Photo within Australia
- International calls to 15 eligible countries* on selected plans
- Voicemail
- Calls to 13 /numbers
- Call forwarding
- Data (GB) Allowance – Your Data Allowance depends on the plan selected.
- Data Banking of up to 200GB

International Calls

Selected Plans include international calls to mobile and landlines in 15 eligible countries: China, Hong Kong, Malaysia, Singapore, UK, Germany, India, New Zealand, South Korea, Vietnam, Greece, Ireland, Indonesia, Thailand, USA.

International calls to all other Countries are charged at PAYG call rates.

A copy of Countries & PAYG call rates can be found on our website.

Data Sharing (Mobile Pool – BASIC & PREMIUM plans)

The monthly data allowance of up to 200 Mobile plans on your account is combined into a single "Data Pool" for use each month.

Additional "Data Pools" can be added to the account if the total mobile plans exceed 200 services.

Data Banking (Mobile Bank – ESSENTIAL & DELUXE plans)

You can bank up to 200GB in unused data. At the end of your monthly billing cycle, any unused data goes into your "data bank" for use in the next monthly billing cycle. Any data in your data bank is forfeited if your mobile plan is downgraded. Your banked data will remain if your mobile plan is upgraded.

Excess Data Usage

Data usage will stop working on your phone for the month if your Data Pool Allowance is reached.

Exclusions

This plan is for use in Australia. International calls, SMS, and MMS to a country not listed in the table above will be charged at PAYG rates.

Non-standard calls and SMS/MMS (such as directory assistance, time and weather services, Telstra and Optus mobile satellite numbers, video MMS etc.) will be charged at PAYG rates.

International Roaming

International Roaming is available in eligible countries. International Roaming is disabled by default and can be turned on by calling us on 03 9474 0044

A daily roaming pack gives you unlimited calls and texts from eligible countries, plus 200MB of data for \$15 per day. This pack is automatically activated when you arrive in eligible countries and use your service. It will expire 24 hours after activation and will be added every 24 hours if you continue to use our services overseas. You can find more information about International Roaming and Travel Packs on our website.

Coverage

The mobile product of AussieTel Technologies provides a 4G coverage footprint of 97.9% and a combined 4G and 3G coverage footprint of more than 98.8% of the Australian population covering 1.62million square kilometres. You can check if service is available at your location by using the coverage map on our website.

Service Provider

AussieTel Technologies acts as a reseller and uses part of the 4G and 3G mobile network and capabilities of Telstra Corporation Limited to provide our mobile services. Despite this, AussieTel Technologies is responsible for providing the service to you and is not affiliated with or related to the principal carrier.

Understanding My Bill

Your bill is issued on the same date each month. You're billed in advance for the minimum monthly charge, and in arrears for any usage not included in your plan.

You may also be charged for individual services until all those in your plan are connected, so your first few bills may be higher or lower than expected. When you start or change your plan part way through a billing period, your first bill will have additional charges.

Pricing Information

Product: Data Pooling	ESSENTIAL 3	ESSENTIAL 10	DELUXE 20	DELUXE 40
Minimum Monthly Access Fee	\$25.00	\$30.00	\$40.00	\$50.00
Data Inclusion	3GB	10GB	20GB	40GB
Calls & SMS (AU)	Included	Included	Included	Included
International Calling	PAYG	PAYG	15 Selected Countries*	15 Selected Countries*
Minimum Cost (12-month term)	\$300.00	\$360.00	\$480.00	\$600.00
Minimum Cost (24-month term)	\$600.00	\$720.00	\$960.00	\$1,200.00

Product: Data Banking	BTL 3	BASIC 10	PREMIUM 20	PREMIUM 30	PREMIUM 60	PREMIUM 100
Minimum Monthly Access Fee	\$20.00	\$25.00	\$35.00	\$45.00	\$55.00	\$75.00
Data Inclusion	3GB	10GB	20GB	30GB	60GB	100GB
Calls & SMS (AU)	Included	Included	Included	Included	Included	Included
International Calling	PAYG	PAYG	15 Selected Countries*	15 Selected Countries*	15 Selected Countries*	15 Selected Countries*
Minimum Cost (12-month term)	\$240.00	\$300.00	\$420.00	\$540.00	\$660.00	\$900.00
Minimum Cost (24-month term)	\$480.00	\$600.00	\$840.00	\$1,080.00	\$1,320.00	\$1,800.00

Additional Fees

International Roaming Day Pack - (Unlimited calls, SMS, and 200mb Data) - \$15.00 per day

Sim Card Postage - \$5.00 per Sim Card

5GB Recurring bolt-on - \$35.00 per month

Activation Fee - \$4.50 per service

Minimum Contract Term

12 months (24 month also available)

Changes To Your Plan

From time to time, we may make changes to our plans (including price and inclusions), and we may need to move you to a new plan (which may cost more). This is only applicable if you are out of contract.

If we change your plan or move you to a new plan:

- (a) We'll give you at least 30 days' notice before making changes or automatically moving you to the closest available plan.
- (b) If you don't like the changes or the new plan, you can choose a new plan, or cancel your plan. If you cancel, you'll need to pay out the remaining cost of your devices, accessories, or services in full.

Cancellation Policy

Clients must give a minimum of 30 days' notice when cancelling service/s.

Notice of cancellation must be in writing.

- Either via email to salesupport@exptel.com.au
- OR in a letter addressed to 'The Sales Support Team' at 2/28A Albert Street, Preston VIC 3072.

Calculations of 'remaining months of agreement' will commence after this 30-day notice period.

Early Termination Charge

If you cancel the mobile service within your 12 or 24-month term you will be charged '50% of the monthly access fee' multiplied by 'the number of months remaining'.

Example: there is 4 months left of contract; $(4 * \$35) / 50\% = \70.00

If you are purchasing additional hardware on a Monthly Repayment Option (MRO), cancelling within the repayment period will also trigger early repayment of the hardware.

Complaint Handling

If for some reason you are not satisfied with the service we provide, please let us know so we can do our best to fix it. If you feel that we were unable to resolve your issue to your satisfaction, please email us at salesupport@exptel.com.au and request to escalate.

If you are still not satisfied with the steps taken by Expert to resolve your issue, you can seek assistance from the Telecommunications Industry Ombudsman (TIO). The TIO will only investigate complaints if you have already attempted to resolve your issue with Expert and is an option of last resort. Contact the TIO by visiting tio.com.au or by calling 1800 062 058.

Need Help? We're here for you.

Visit expert-telecom.com.au/contact-us/ for our support options. Call 03 9474 0044, to speak to someone about your plan or to obtain a copy of this summary in an alternative/accessible format. This is a summary only. The full legal terms for this service are available at expert-telecom.com.au/customers-terms-conditions/

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FOR YOUR BUSINESS COMMUNICATIONS