

# Critical Information Summary

## Mobile Broadband 4G



### INFORMATION ABOUT THE SERVICE

The Mobile Broadband 4G is a broadband service delivered using the Optus 4G and 3G mobile network for use within Australia. Any data allowance not used within the billing month will expire, with the first month's data allowance pro-rated for use in that billing month.

#### Bundling

There are no bundling requirements for this service.

#### Minimum Term

The service is available on a month-to-month contract and may be cancelled at any time by providing 30 days' notice.

#### Minimum Monthly Charges

The minimum monthly charge for the Mobile Broadband 4G is the charge of your selected plan. For example, if you were to select the '7GB' \$15.95 plan, you would be charged \$15.95 per month. This amount would increase if you exceed your included data inclusion, or use services outside of your plan inclusion such as national calls or SMS's.

#### Minimum Total Cost

The minimum total cost for the Mobile plan 4G is equal to the cost of the plan, plus a SIM activation fee of \$5.00 (free standard postage). For example, if you select the '5GB' \$15.95 plan, the minimum total cost would be equal to \$15.95 + \$5.00 SIM activation = \$20.95.

#### Coverage

The Mobile Broadband service will be carried across the Optus 4G Plus network. Please check coverage at <http://spintel.net.au/products/mobilebroadband/coverage> prior to ordering the service.

#### What's Required

To use the service a compatible device is required. You may choose to purchase a device from us, or use your own device that can access the Optus 4G network. We will supply the SIM card.

### INFORMATION ABOUT PRICING

#### Monthly Charges

Mobile Broadband						
Data	1.5GB	7GB	15GB	50GB	100GB	250GB
Price	\$8.95 (\$0.0059 per MB)	\$15.95 (\$0.0022 per MB)	\$29.95 (\$0.0019 per MB)	\$44.95 (\$0.0008 per MB)	\$69.95 (\$0.0069 per MB)	\$74.95 (\$0.0002 per MB)

#### Activation Charges

Activation is \$5 which includes postage and SIM card.

#### Data Usage

Data will be counted in kilobytes, and includes both uploads and downloads. Additional data can be purchased in blocks from "MyAccount" charged at \$12.00 for each an additional 1GB.

#### Hardware

You may purchase a 4G Mobile Broadband device from us. More information and pricing can be found at Hardware TAB at <https://www.spintel.net.au/home/mobile-broadband>

#### Other Charges

Your plan doesn't include a calls or SMS. If you make calls or send SMS when using a call/SMS capable device, the following charges apply:

- national calls – \$1.00 per 60 second block. A 2-minute standard national mobile call costs \$2 on this plan.
- standard national SMS – 20¢ per message sent per recipient in Australia.

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## Early Termination Charges

There are no early termination charges applicable to this plan. You may cancel at any time by providing us with 30 days' notice.

## OTHER INFORMATION

### Using Your Service Overseas

International roaming is not allowed on the Mobile Broadband 4G service.

### Acceptable Use Policy

When signing up to a SpinTel service you agree to the Acceptable Use Policy (AUP). The purpose of SpinTel's AUP is to ensure all customers can access our services, and do not use our services in a manner that we consider 'unreasonable'.

The AUP outlines, restrictions associated with 'commercial', 'excessive', 'unreasonable', and 'unlawful' use of the SpinTel service. Breaching the AUP may result in SpinTel disconnecting your account. To see the full AUP please visit <http://spintel.net.au/aup>.

### ACMA levy

An annual number levy is applied and determined by the Australian Communications and Media Authority (ACMA). As of 2017, the cost of such a levy is \$0.65. This fee will be added to your account as a once-off fee per year while you have an active service with us.

### Monitoring Your Usage

You may view your usage by logging into the SpinTel member's portal My Account. You can also change your inclusions mid-month effective from the next billing cycle. My Account can be accessed through [my.spintel.net.au](http://my.spintel.net.au). We'll provide you with email usage alerts once you've reached approximately 50%, 85% and 100% of your included data.

### Billing

You are billed according to your billing cycle. The first bill you receive will include charges for the days remaining in the month until your billing cycle ends. It may also include charges in advance for the next billing cycle. Your data usage is based on your billing cycle and the first month bill may include proportional usage based on the remaining days in that billing cycle. This is known as pro-rata charges. Payment methods include direct debit from a nominated savings and cheque account, or a credit card. No processing fee applies for a savings or cheque account where a BSB and account number are used.

### How to Contact SpinTel

Our call centre is available seven days a week from 8am to 8pm weekdays (AEDT) and 9am to 5pm weekends and public holidays (AEDT). To speak to a SpinTel representative, call 1300 303 375.

### Complaints or Disputes

You may lodge a complaint with SpinTel by following our Complaints Handling Policy which is located at [spintel.net.au/complaints](http://spintel.net.au/complaints). If you are not satisfied with the proposed complaint resolution after exhausting all steps, you may wish to consider contacting the Telecommunications Industry Ombudsman. The TIO should be contacted only as a last resort, after we have thoroughly investigated your complaint. You may contact the TIO at: [www.tio.com.au](http://www.tio.com.au)

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Information is current as of 01 June 2019 and may change with notice. All prices quoted include GST v1.11