

Critical Information Summary

Business Wireless Broadband



INFORMATION ABOUT THE SERVICE

Description of the Service

The **Business** Wireless Broadband 4G is a post-paid broadband service delivered using the Optus 4G Plus 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 or on an 18-month contract (\$99.00 account credit on first bill) and may be cancelled at any time by providing 30 days' notice. Early termination charges apply if cancelling within your contract term.

Coverage & Speed

The Business Wireless Broadband service is only available in selected areas on the Optus 4G Plus network with the SpinTel supplied modem within Australia. To check serviceability, visit <https://www.spinTel.net.au/home/wireless-broadband>. We recommend that you position your modem close to a window to maximise signal strength.

Whilst the Business Wireless Broadband 4G service uses the Optus 4G Plus network, it is designed to be used in the home and its data speeds are different to mobile and mobile broadband speeds on the 4G network. In metropolitan areas where there is 2300 MHz coverage at your nominated address, download and upload speeds of up to 12/1 Mbps are available. If 2300 MHz coverage is not available at your nominated address, download and upload speeds of up to 5/1 Mbps are available. Your actual speed will depend on a number of factors including congestion, location, local conditions, hardware, software and general internet traffic.

What's Required

To use the service a compatible modem and SIM is required. SpinTel will supply the modem and SIM which you must pay for upfront. The SIM supplied with the modem must not be removed from the modem and will not work with any other device.

Customer Service Guarantee

For customers ordering the Wireless Broadband 4G service with an associated telephone plan, set-up pricing is based on customers agreeing to waive their rights under the Customer Service Guarantee (CSG). For more information, please contact SpinTel on 13 22 10.

Use of the Telephone Service During a Power Outage

During a power failure, or if the SpinTel supplied modem and/or ATA device is switched off or faulty, you will not be able to make or receive phone calls, including calls to emergency services. Priority Assistance services such as Medi-Alert are not offered. If you use a back-to-base alarm or any other phone-dependent service, you'll need to consider purchasing a battery backup solution (e.g. a UPS) to give you the required up-time suitable for your needs.

INFORMATION ABOUT PRICING

Monthly Charges

Broadband

Data Plan	
Monthly access charge	\$39.95 (\$0.00016 per MB)
Data inclusion	250GB

Activation/Upfront Charges (to be paid by credit/debit card)

Month-to-month contract	18-month contract
\$99.00 upfront	\$99.00 upfront + \$149.00 account credit on first bill

Hardware

You will require a modem fitted with a 4G SIM to use this service. The modem will be supplied by SpinTel. The charge for the modem is \$99.00 and includes SIM activation. The devices include a 12-month warranty.

Phone

Phone Plan			
Monthly access charge	\$0.00	\$10.00	\$15.00
Local calls	20 cents per call	Unlimited	Unlimited
National calls	20 cents per call	Unlimited	Unlimited
Mobile calls	20 cents per minute	20 cents per minute	Unlimited
13/1300 calls	40 cents	40 cents	40 cents

- Top 50 international special, up to \$1.98 for the first hour, plus 39 cent flagfall. Full rates available on our website.
- Other international calls, variable, plus 39 cent flagfall. Full rates available on our website.
- Timed calls are billed in 60-second increments.
- Calls to 19/1900 services are not available on the SpinTel Phone service.

Critical Information Summary

Minimum Monthly Charges

The minimum monthly cost for the Business Wireless Broadband is \$39.95. If you were to select the Business Wireless Broadband plan and the '\$10.00' Phone plan, you would be charged \$39.95 + \$10.00 (\$49.95) per month.

Minimum Total Cost

Month-to-month – The minimum total cost for the Wireless Broadband 4G is equal to the sum of the Wireless Broadband 4G monthly access charge, plus the Hardware cost, \$39.95 + \$99.00 = \$138.95. If you were to select the Wireless Broadband 4G plan and the '\$10.00' Phone plan the minimum total cost is equal to the sum of the Wireless Broadband 4G monthly access charge, and the '\$10.00' Phone plan charge, plus the Hardware cost, \$39.95 + \$10.00 + \$99.00 = \$148.95.

18-month contract – The minimum total cost for the Business Wireless Broadband is equal to the sum of the Business Wireless Broadband monthly access charge of \$39.95 multiplied by 18 months, plus the Hardware cost of \$99.00, minus the \$99.00 account credit = \$719.10. If you were to select the Business Wireless Broadband plan and the '\$10.00' Phone plan the minimum total cost is equal to the sum of the Business Wireless Broadband monthly access charge of \$39.95, and the \$10.00 Phone plan charge multiplied by 18 months, plus the Hardware cost of \$99.00, minus the \$99.00 account credit = \$899.10

Early Termination Charges

There are no early termination charges applicable to this plan to the month to month plan. For the 18-month contract plan, the maximum charge for early termination is \$99.00 pro-rata. The fewer months left on your contract the lower this amount will be. 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 Wireless 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>.

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. 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