

### INFORMATION ABOUT THE SERVICE

#### Description of the Service

The 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.

#### Minimum Term

The service is available on a month-to-month contract or on a 6-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.

#### Minimum Monthly Charges

The minimum monthly cost for the Wireless Broadband 12Mbit is \$39.95. If you were to select the Wireless Broadband 12Mbit 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 12Mbit is equal to the sum of the Wireless Broadband 12Mbit monthly access charge, plus the Hardware cost, \$39.95 + \$99.00 = \$138.95. If you were to select the Wireless Broadband 12Mbit plan and the '\$10.00' Phone plan the minimum total cost is equal to the sum of the Wireless Broadband 12Mbit monthly access charge, and the '\$10.00' Phone plan charge, plus the Hardware cost, \$39.95 + \$10.00 + \$99.00 = \$148.95.

6-month contract - The minimum total cost for the Wireless Broadband 12Mbit is equal to the sum of the Wireless Broadband 12Mbit monthly access charge of \$39.95 multiplied by 6 months, plus the Hardware cost of \$99.00, minus the \$99.00 account credit = \$239.70. If you were to select the Wireless Broadband 12Mbit plan and the '\$10.00' Phone plan the minimum total cost is equal to the sum of the Wireless Broadband 12Mbit monthly access charge of \$39.95, and the \$10.00 Phone plan charge multiplied by 6 months, plus the Hardware cost of \$99.00, minus the \$99.00 account credit = \$299.70

#### Early Termination Charges

There are no early termination charges applicable to this plan to the month to month plan. For the 6-month contract plan, the maximum charge for early termination is \$179.00 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.

#### 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.

### INFORMATION ABOUT PRICING

#### Broadband Monthly Charges

	12Mbit	4G
250GB	\$39.95 (\$0.00015 per MB)	
200GB		\$59.95 (\$0.00029 per MB)
500GB		\$74.95 (\$0.00015 per MB)

#### Data Usage

Data will be counted in kilobytes and includes both uploads and downloads. Once you've used your included data your service will be capped and you will need to login to My Account to purchase a data-block. Additional 5 10GB data-blocks are available for \$10 each, but the service will be shaped to 256K for the remainder of that billing month for the 12Mbit service.

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

Month-to-month contract (Plan ID 7976)	6-month contract (Plan ID 7975)
\$99.00 upfront	\$99.00 upfront + \$99.00 account credit on first bill

#### Phone

Phone Plan	Cost	Local Calls	National Calls	Mobile Calls	13/1300 calls
Monthly access charge	\$10.00	Unlimited	Unlimited	Unlimited	40c

- 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

## Coverage & Speed

The 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 Wireless Broadband 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. Your actual speed will depend on a number of factors including congestion, location, local conditions, hardware, software and general internet traffic.

## 12Mbit Service

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.

## Annual Mobile Number Levy

An annual mobile number levy is applied and determined by the ACMA. As of 2016, the cost of the levy is \$0.65. This fee will be added to your account as a once-off charge per year while your service is active.

## Other Charges

Your plan doesn't include an SMS allowance. If you send an SMS when using an SMS capable device/or app, you will be charged 25¢ per message sent per recipient in Australia.

## 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.

## 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.

## 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.

## OTHER INFORMATION

### Using Your Service Overseas

International roaming is not allowed on the Wireless Broadband 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>.

### 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)

This is a summary only. Full terms and conditions are available at [spintel.net.au/terms](http://spintel.net.au/terms)

Information is current as of 27 August 2019 and may change with notice. All prices quoted include GST v1.11