

# 5G Wireless Broadband



## INFORMATION ABOUT THE SERVICE

### Description of the Service

The Wireless Broadband 5G is a post-paid broadband service delivered using the Optus 5G network for use within Australia.

### Minimum Term

The service is available on a month-to-month contract and may be cancelled at any time and you will be billed to the end of your current bill cycle.

### Minimum Monthly Charges

The minimum monthly cost for 5G is equal to the sum of the 5G monthly charge.

### Minimum Total Cost

- Month-to-month – The minimum total cost for the 5G is equal to the sum of the 5G one monthly access charge, plus postage. For example, you will be charged \$90.00 + \$20.00 = \$110.00.

### Modem Rental

The modem remains the property of SpinTel. You will be required to return the modem in good working order to SpinTel within 21 days of cancellation. If you do not return the modem, you will be charged the retail value of the modem (\$935.00).

### Customer Service Guarantee

For customers ordering the Wireless Broadband 5G 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

	5G speeds
Unlimited Month to Month	\$90.00

### Coverage & Speed

The Wireless Broadband service is only available in selected areas on the Optus 5G Plus network with the SpinTel supplied modem within Australia. To check serviceability, visit <https://www.spintel.net.au/home/5G>. We recommend that you position your modem close to a window to maximise signal strength.

Whilst the Wireless Broadband service uses the Optus 5G network, it is designed to be used in the home and its data speeds are different to mobile and mobile broadband speeds on the 5G network. Your actual speed will depend on a number of factors including congestion, location, local conditions, hardware, software and general internet traffic.

### 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 5G SIM to use this service. The modem will be supplied by SpinTel.

### 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.

## 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)