

Wireless Internet



INFORMATION ABOUT THE SERVICE

Description of the Service

The Wireless Internet is a post-paid Internet service delivered using the Optus 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.

Minimum Term

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

Minimum Monthly Charges

The minimum monthly charge for the Wireless Internet plan is the charge of your selected plan. For example, if you were to select the 100Mbps \$69.95 plan, you would be charged \$69.95 per month.

Minimum Total Cost

- The minimum total cost for the 5G Unlimited 100Mbit is equal to the sum of the monthly access charge, plus the Hardware rental charge, plus shipping \$69.00 + \$20 = \$89.00.
- The minimum total cost for the 5G Unlimited is equal to the sum of the monthly access charge, plus the Hardware rental charge, plus shipping \$90.00 + \$20 = \$110.00.

Early Termination Charges

There are no early termination charges for the Wireless Internet service.

Modem Rental

If you're renting a modem as part of your order, the modem remains the property of SpinTel. You will be required to return the modem in good working order to SpinTel. If you do not return the modem, you will be charged the rental value of the modem until it's returned.

Nokia FastMile 5G Modem

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 the cancellation of the service. If you do not return the modem, you will be charged the retail value of the modem (\$935.00).

INFORMATION ABOUT PRICING

Internet Monthly Charges

Plan	5G Unlimited Data 100Mbps	5G Unlimited Data
Month-to-Month	\$69.00	\$90.00

Coverage & Speed

The Wireless Internet service is only available in selected areas on the Optus 4G/5G network with the SpinTel supplied modem within Australia. To check serviceability, visit <https://www.spintel.net.au/coverage>. We recommend that you position your modem close to a window to maximise signal strength.

Whilst the Wireless Internet service uses the Optus Mobile network, it is designed to be used in the home, and its data speeds are different to mobile and mobile Internet speeds on the 4G and 5G network. Your actual speed will depend on a number of factors including congestion, location, local conditions, hardware, software and general internet traffic.

5G Unlimited

The Wireless Broadband service is only available in selected areas on the Optus 5G 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 Mobile SIM to use this service. The modem will be supplied by SpinTel. The charge for the modem starts at \$260 for 4G services and includes SIM activation. The devices include a 12-month warranty. There is also the option to rent the modem on a monthly basis. For the 5G service, the modem rental is included with your plan.

What's Required

To use the service a compatible modem and SIM is required. The SIM supplied with the modem must not be removed from the modem and will not work with any other device.

OTHER INFORMATION

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. 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.

The Communications Alliance Broadband Education Package can be found at <https://www.commsalliance.com.au/BEP>

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