

## Critical Information Summary

Mobile data-only SIM cards for use in customer supplied cellular modems and routers.

Plan Name	Monthly Charge	Included Data	Network Access	Speed Cap
5GB Mobile Data Plan	\$26.95	5GB	4G Only	Download speeds are capped at 100Mbps
10GB Mobile Data Plan	\$31.95	10GB		
22GB Mobile Data Plan	\$37.95	22GB		
32GB Mobile Data Plan	\$48.95	32GB	4G & 5G	Download speeds are capped at 250Mbps
50GB Mobile Data Plan	\$53.95	50GB		
90GB Mobile Data Plan	\$59.95	90GB		
120GB Mobile Data Plan	\$65.95	120GB		
150GB Mobile Data Plan	\$76.95	150GB		
180GB Mobile Data Plan	\$81.95	180GB		

Download speeds are capped at 100Mbps and 250Mbps respectively. These are the maximum potential download speeds. Typical speeds may often be slower and will vary due to factors such as location, device capabilities, distance from the base station, local conditions, concurrent users, hardware and software configuration and download/upload destination.

We use the Telstra Wholesale Mobile Network, learn more at [www.telstrawholesale.com.au/mobile-network](http://www.telstrawholesale.com.au/mobile-network).

5G requires a 5G enabled plan and compatible device. 4G & 5G speed caps apply.

Early Termination Fee	Not applicable
Minimum Term	Not applicable
Excess Data Charges	Not applicable - Service will be shaped until next billing period

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### Availability Areas

This service is available in Australia, where Telstra Wholesale coverage is available.

### Plan Changes

We may make changes to the prices and features of your plan, but we will notify you at least 30 days before the changes take effect.

### Personal Account Manager

You will have access to your own personal account manager during normal business hours (between 8:00am and 5:00pm, Monday to Friday, excluding public holidays) for any billing or service enquiries and assistance.

### Billing

Charges and inclusions are billed from 28th to 27th of each month.

New plan activations are prorated according to remaining days in the bill cycle.

On the 28<sup>th</sup> of each month, you will be billed in advance for the next billing period plan access fee, and any usage outside your included package incurred during the previous billing period.

Bills will be sent via email. We do not issue paper bills.

Plan upgrades and downgrades are not prorated. New plan rate will apply in full on the day of the change, unless made on 27th of the month.

Plan disconnections and port aways are not prorated. No credit will apply for remaining days in the bill cycle.

### Late Payment Policy

If your account becomes overdue, we reserve the right to suspend your services and may charge you a late payment fee of \$15 on your next bill.

### Data Banking

Unused data can only be banked up to a maximum of 500GB.

If a higher inclusion plan is downgraded to a smaller plan, then the data banked will be forfeited.

If a service is suspended, it will retain its banked data, but it will not accumulate more data each month it remains suspended.

If you change plan to a plan that is not eligible for data banking, their included data will be forfeited.

If a service ports away or is terminated in error, all data is forfeited.

### Data Usage Information

To obtain up-to-date service usage information please visit:

[thebroadbandbrokers.com.au/usage-information/](http://thebroadbandbrokers.com.au/usage-information/)

### Customer Service

For our customer service contact details please visit:

[thebroadbandbrokers.com.au/contact-us/](http://thebroadbandbrokers.com.au/contact-us/)

### Dispute Resolution

If you are unhappy with your service and can't come to a resolution with your account manager, please visit:

[thebroadbandbrokers.com.au/dispute-resolution/](http://thebroadbandbrokers.com.au/dispute-resolution/)

### Telecommunications Industry Ombudsman

If you are still unhappy with the outcome of your dispute with us, you can contact the Telecommunications Ombudsman (TIO) for assistance. Their phone number is 1800 062 058. Visit [tio.com.au/contact-us](http://tio.com.au/contact-us) for further information on how to contact the TIO.