

Critical Information Summary for your Mobile Broadband Plan

Information about the Service

SERVICE DESCRIPTION

This data service is a "SIM-Only" service for use with an existing SIM card compatible device. This service is provided with no lock in contract and has a 1 month minimum term.

HARDWARE REQUIREMENT

You will require an unlocked device capable of installing a SIM card to use this service. It is important that the device utilizes the relevant Optus mobile frequencies for your location. We can recommend a device if required.

KEY DETAILS

What's Included?

- Data SIM card
- A monthly allowance on data in accordance with your plan detailed below.

Information about pricing

MONTHLY CHARGE, MINIMUM CHARGE AND UNIT PRICING

| Plan | Cost / Month | Cost / Gb |
|-------|--------------|-----------|
| 200GB | \$89.00 | \$0.445 |
| 500GB | \$99.00 | \$0.198 |

The minimum charge for this service is equivalent to 1 month charge. Upload and download data is counted towards your monthly mobile data quota.

Other Information

USAGE INFORMATION

You can monitor your usage at <https://www.fairtel.com.au> My Account or by calling us on 1800 733 368. We will send you usage notifications to your registered email address at 50%,85% and 100% of your monthly data quota.

After you consume your monthly data quota your service will stop working. No excess data charges apply.

COVERAGE

FairTel acts as a reseller and uses the Optus 3G and 4G mobile networks. See coverage maps in the mobile section of our website for full information:
<https://www.optus.com.au/about/network/coverage>

SERVICE DETAILS

This mobile plan uses the Optus 3G and 4G mobile network. FairTel is responsible for the service to you (the Consumer) and is not affiliated or related to Optus.

For further information about different internet technologies and what may be right for you please see:

<http://www.commsalliance.com.au/BEP>

BILLING

We will bill you in advance for the minimum monthly charge and features. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle. It is free to receive your monthly bill via email. A print bill charge of \$3.50 applies to printed bills.

WE ARE HERE TO HELP

If you have any questions, just call us on 08 9779 9966 so we can serve you better. Or you can visit us at www.fairtel.com.au for additional information, including to access information about your usage of the service.

COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at www.fairtel.com.au/policies and clicking on 'Customer Complaints Handling Policy'.

You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au/>

SPEND MANAGEMENT

A spend management tool is available to all More Telecom customers free of charge via the member portal at: <https://www.fairtel.com.au> > My Account

This is a summary only. Please contact us for further information or visit our website for full terms and conditions.
Summary valid as of July 2020