

Critical Information Summary

Mobile Broadband SIM + Modem Plans

1st July 2015

The Telcoblu Mobile Broadband SIM+Modem Plans are post – paid plans available on 24months contract.

Information About The Service				
Things to note	The Mobile Broadband SIM +Modem Plans come with a USB modem or a Pocket Wi-Fi modem for an additional charge per month.			
Minimum Term	24 Months.			
Inclusions & Exclusions	\$7.99 Mobile Broadband SIM + Modem 100 MB 3G Mobile broadband data. <u>Hardware:</u> USB Modem Or Pocket Wi-Fi Modem for an additional \$4permonth.	\$14.99 Mobile Broadband SIM+Modem 2GB 3G Mobile broadband data. <u>Hardware:</u> USB Modem Or Pocket Wi-Fi Modem for an additional \$4permonth.	\$25.99 Mobile Broadband SIM+Modem 4GB 3G Mobile broadband data. <u>Hardware:</u> USB Modem Or Pocket Wi-Fi Modem for an additional \$4permonth.	\$44.99 Mobile Broadband SIM+Modem 8GB 3G Mobile broadband data. <u>Hardware:</u> USB Modem Or Pocket Wi-Fi Modem for an additional \$4permonth..

Information About Pricing				
Plan Name	\$7.99 Mobile Broadband SIM+Modem	\$14.99 Mobile Broadband SIM+Modem	\$25.99 Mobile Broadband SIM+Modem	\$44.99 Mobile Broadband SIM+Modem
Minimum Monthly Charge	\$7.99 inc GST per-month.	\$14.99 inc GST per-month.	\$25.99 inc GST per-month.	\$44.99 inc GST per-month.
Early Termination Charge	70% of the Minimum Monthly Charge multiplied by the number of month's remaining in the 24-month contract.			
Monthly Data Allowance	100 MB 3G Mobile Broadband Data to use within Australia.	2GB 3G Mobile Broadband Data to use within Australia.	4GB 3G Mobile Broadband Data to use within Australia.	8GB 3G Mobile Broadband Data to use within Australia.
Standard Costs	A \$30 Connection Fee applies to all Mobile Broadband SIM + Modem Plan connections. When your Monthly Data Allowance value is used, excess data will be charged at 5c/Mb			
Data Charges in Australia	If you use more than your Monthly Data Allowance you will be charged an additional 5c/ Mb. To track your estimated Australian data usage you can do so using the Manage My Account: www.telcoblu.com.au			
Total Minimum Plan Cost	\$7.99 Mobile Broadband SIM+Modem \$7.99 x 24 months +\$30 connection fee + \$11.50 delivery fee = \$233.26	\$14.99 Mobile Broadband SIM+Modem \$14.99 x 24months+\$30 connection fee + \$11.50 delivery fee = \$401.26	\$25.99 Mobile Broadband SIM+Modem \$25.99 x 24months+\$30 connection fee + \$11.50 delivery fee = \$665.26	\$44.99 Mobile Broadband SIM+Modem \$44.99 x 24months+\$30 connection fee +\$11.50 delivery fee = \$ 1,121.26
Other Fees	The following fees are charged in addition to your Minimum Monthly Charge (where applicable): <ul style="list-style-type: none"> • Paper Bill fee of \$3.30 inc GST applies. • An eBill processing fee of \$3.30inc GST applies, this fee is waived if direct debit is activated. • A payment surcharge applies to all credit card payments, this is a percentage of the total bill including GST: MasterCard and Visa payment surcharge is 1.5%, Amex and Diners surcharge is 3% • Late Payment \$19.00 inc GST. 			

Other Information	
Usage Information	To view your usage information please visit https://usage.telcoblue.com.au/ to register your account or log in, alternatively you can call us on 1300 835 262 ..
Using Your Service Overseas	<p>Telcoblue services do not have international roaming automatically enabled. To enable these services please call Customer Service on 1300 835 262. Please be aware that usage charges while overseas can be significantly higher than usage charges within Australia.</p> <p>Your Monthly Data Allowance does not include use while overseas. Overseas usage will be charged additional to your Minimum Monthly Charge. For international roaming rates, please call Customer Service on 1300 835 262.</p>
Terms & Conditions	All prices are inclusive of GST. A connection fee of \$30.00 inc GST and delivery fee of \$11.50 inc GST applies. SIM & modem delivery time frame upto 10 business days. Optus 3G coverage is subject to network availability. Once included data is used, excess data use will be charged at \$0.05 per MB, upto a maximum total usage allowance, after which access will cease until the next month. Maximum total usage allowance for 100MB and 2GB plans is 10GB, for the 4GB and 8GB plans this allowance is 12GB. All usage is calculated by aggregating both downloads and uploads for the month. Cancellation fees of 70% of plan fee apply for remaining contract term. Plan charges are billed in advance 24-month contract applies for SIM+Modem plans. Refer to our website for full terms and conditions.

Assistance

For any assistance with any of the above and /or clarifications on your service, usage, billing, technical support, pre or post sales enquires please visit www.telcoblue.com.au or call us/request a call back on 1300 835 262 on all business days, between:

Monday to Friday: 8am to 7pm (AEST) | **Saturday:** 9am to 6pm (AEST) | **Sunday:** Closed

Public Holidays: 9am to 6pm (AEST)

Telcoblue Customer Care contact details:

Phone: 1300 835 262
 Email: contact@telcoblue.com.au
 Fax: 1300 733 393
 Online: www.telcoblue.com.au
 Postal: Locked Bag 3, South Melbourne VIC 3205.

Internal disputes

You can access our internal dispute process through any of the Customer Care contact points above, and a summary of our Complaints Handling Process is at:

<http://www.telcoblue.com.au>

TIO (Telecommunications Industry Ombudsman) contact details:

Phone: 1800 062 058
 Email: tio@tio.com.au
 Fax: 1800 630 614
 Online: www.tio.com.au
 Postal: PO Box 267, Collins Street West, VIC 8007.
 Contact hours: 9am to 5:30pm (AEST) Monday to Friday