

## Critical information summary

### **Eftel Mobile Broadband 1GB Plan**

#### **INFORMATION ABOUT THE SERVICE**

Your plan is for a Mobile Broadband service. It gives you access to our mobile network, and lets you access data.

#### **Minimum Term**

24 Months

#### **What's Included**

**1GB** of data where 1GB (Gigabyte) = 1,000MB (Megabytes). Your unused Monthly Data Allowance expires each month. You can use your monthly usage allowance at any time (day or night). Any unused monthly allowance expires at the end of your billing cycle.

#### **What's Not Included**

There are no excess usage charges, if you exceed your monthly data allowance we will simply restrict your service. You can easily top up your data by adding one of the available data blocks.

#### **INFORMATION ABOUT PRICING**

#### **Your Minimum Monthly Charge**

**\$20** – Your monthly charges are billed according to your billing cycle.

#### **Your Minimum Total Cost**

**\$495.95** \*including \$15.95 delivery fee

#### **Early Termination Charges Apply**

Early termination charges are calculated by the monthly fee x the number of months remaining. This charge is capped at \$350.

**Your Monthly Data Allowance** is charged at \$0.020/MB

## **OTHER INFORMATION**

### **Mobile Broadband Usage Information**

Eftel have a number of spend management tools to assist you in managing your spend. You will receive email alerts when you have used 50%, 85% and 100% of your monthly data allowances. You can also check your monthly usage in MyAccount at <http://www.eftelretail.com>.

### **Eftel Hardware**

Eftel Mobile broadband comes with an included modem and sim card but you are required to pay a delivery fee of \$15.95.

### **Billing**

The figures in this critical information summary are for a full billing cycle but your first bill may include some pro-rata charges for part of the month if you started or changed your plan part way through a billing period. On the same day each month you will be billed in for minimum monthly charge as well as any additional usage during this billing period.

The prices above are only available to customers who pay via [Eftel's Auto-pay](#).

### **CUSTOMER SERVICE:**

If you have any questions regarding your plan, technical support or service please call us on 1300 550 500.

### **Complaints or Disputes Process**

If you have a problem or complaint about your service please contact us on 1300 550 550 or visit <http://www.eftelretail.com/data/367/Eftel-Complaints-Handling-Policy.pdf> for more information on our complaints handling procedure and relevant contact information.

### **Further Assistance**

If you are unable to resolve your complaint to your satisfaction you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. Additional information can also be found at [tio.com.au](http://tio.com.au).

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