

Critical information summary

Eftel Mobile Broadband 12GB 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

12GB 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

\$75 – Your monthly charges are billed according to your billing cycle.

Your Minimum Total Cost

\$1815.95 *includes \$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 \$0.006/MB

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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 come 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.

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