

## Australian Phone & Internet Mobile Broadband Plans

### Information about the service

Your plan is for a post-paid mobile broadband service on Australia's largest mobile phone network. This plan has a one-month minimum term.

### **What's Included and Excluded?**

Your unused Monthly Data Allowance expires each month. Your Monthly Data Allowance can be used to access mobile internet.

This service can't be used for making calls or SMS to local or international numbers. Your Standard Monthly Data Allowance can't be used when travelling overseas.

### **Requirements for Mobile Broadband**

You will need an unlocked 4G/LTE SIM-compatible device to use Mobile Broadband. We can supply USB "Dongle" 4G Modem devices to you for \$149/each including postage. The "Dongle" 4G Modem simply plugs into one of the USB ports on your computer or laptop and allows you to access the Internet.

### Information About Pricing

#### **Monthly Charges**

<b>Mobile Broadband Plan</b>	<b>Monthly Included Data</b>	<b>Minimum Monthly Charge</b>	<b>Total Minimum Price</b>
Extra Small	3 GB	\$20	\$20
Small	6 GB	\$30	\$30
Medium	10 GB	\$40	\$40
Large	30 GB	\$50	\$50
Extra Large	50 GB	\$60	\$60
Giant	80 GB	\$70	\$70

Usage can be checked in your Account Toolbox via our website at <https://managemyaccount.com.au/index.php?r=site/login&id=339>.

Please note that mobile broadband records may not be displayed in real time and may take up to 24 hours to populate.

### **Excess Usage**

Excess usage on all monthly Mobile Broadband plans is 3c / MB. We'll provide you with Email usage alerts at 50%, 80% and then again at 100% of your Included Data Allowance.

### **Cancellation Fees**

There are no cancellation fees on Mobile Broadband plans.

# Critical Information Summary



## Other Information

### **Customer Service Contact**

You can contact our Australian Phone & Internet Customer Support representatives for billing, sales or support via email at [support@australianphoneinternet.com.au](mailto:support@australianphoneinternet.com.au); or telephone on **1300 137 768**.

### **Dispute Resolution Process**

If you are dissatisfied with the outcome of a request or complaint and would like to take the matter further, a complaint should be made in writing either via email to [support@australianphoneinternet.com.au](mailto:support@australianphoneinternet.com.au) or via hard copy to:

*Australian Phone & Internet  
Att: Operations Manager  
PO Box 1749  
Geelong VIC 3220*

### **Telecommunications Industry Ombudsman**

If you are unable to resolve your complaint to your satisfaction you can also contact the Telecommunications Industry Ombudsman for independent mediation.

The TIO can be contacted by calling 1800 062 058 or visiting the TIO website at: [www.tio.com.au/making-a-complaint](http://www.tio.com.au/making-a-complaint)

This document is a summary only.

For full terms and conditions, visit our website at <http://australianphoneinternet.com.au/policies-forms/>.