



Business 3G Mobile – SMALL

Critical Information Summary

Information about the service

The offer

This plan offers a **\$9.95** (including GST) 3G mobile service on a month to month term which contains **two** included value allowances

1. **\$200.00** of **National Talk, SMS and MMS**
2. **200MB** of **National Data**

The allowances expire at the end of each month

BYO Device

A compatible device is required to gain access to the service, and is required to be operated inside the coverage area. More information on device requirements and coverage is available here:

http://www.exetel.com.au/optus_coverage_map.php

Minimum Term

Your minimum term is a full calendar month with the option to cancel at any time with 30 days' notice

Included in this offer

The included **National Talk, SMS and MMS** allowance can be used to make calls in Australia to Australian Fixed lines & Mobile numbers, Video calls to Australian numbers, calls to 13, 1300 & 1800 numbers, send SMS to National & International numbers, send MMS to Australian & International numbers, use the Surepage service, retrieve voicemail messages, and activate a National call diversion.

The included **National Data** allowance can be used in Australia to access the internet from a compatible device.

What is not included in this offer

The included **National Talk, SMS and MMS** allowance cannot be used for calls and messages that are not specifically mentioned in the included allowance; which includes (but is not limited to); Premium Calls to 190X or 0055 services and Premium SMS/MSS to numbers starting with '191', '193 – '197' and '199', Premium/Paid content, content packs, directory assistance or any other content services or charges.

The included **National Data** allowance cannot be used whilst overseas. The monthly allowances are not interchangeable and unused value from one allowance cannot be transferred to another or into the following month if unused. For example, excess **National Talk, SMS and MMS** value cannot be transferred to any unused value in the **National Data** allowance

Restrictions

The offer is available for business use only, and is not available for personal use.

This offer is subject to the Exetel Terms and Conditions this is a Critical Information Summary only, for the full Terms and Conditions go to;

http://help.exetel.com.au/t_bus_mobile.php

This offer is subject to the Exetel Acceptable Use Policy, this is a Critical Information Summary only, for the full Acceptable Use Policy go to;

http://www.exetel.com.au/a_acceptable_use.php

Information about Pricing

Minimum Monthly Cost

\$9.95 (including GST) is the **minimum** financial commitment for this offer. If your usage exceeds the included **National Talk, SMS and MMS** allowance and/or the **National Data** allowance, additional usage charges apply.

The most common charges used to calculate your usage (allowance and any excess) are as follows (including GST);

Calls to Australian Fixed Line & Mobile

Flagfall	\$0.35
Call Rate per Minute	\$0.90

SMS National

Per message	\$0.25
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MMS National

Per message	\$0.50
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Comparison Rates

Standard Usage Charges (including GST)

2 Minute Standard Call to Fixed or Mobile	\$2.15
Standard National SMS	\$0.25
Excess National Data per 1MB	\$0.50
Number of 2 minute Standard calls included	93*

*** If you restricted your use solely to Standard National Mobile Calls each of 2 minutes in duration**

This is a summary only, for full details on the Rate Table are available here:

http://www.exetel.com.au/residential-mobile-cap-plans_3G.php

The full Rate Table is also available in your secure member portal via www.exetel.com.au

Select Account Details, select view Exetel Services and click view for the Mobile service.

The International Rate Table is available on the Exetel website: http://www.exetel.com.au/international_voip_isdn_pstn_pricelist.php

Early Termination Charge

This plan has no early termination charge. The plan can be cancelled at any time with 30 days' notice.

Billing

Your service is billed the same day every month, including charges the minimum monthly cost the month in advance and any excess or non-included usage incurred for the full month prior.

Services that are paid by Credit card (Visa/MasterCard) will incur a transaction fee of \$1.10 per transaction.

The first month and final month are billed pro-rata for the invoice period. For example, if your service is activated halfway through the month, you will only be charged for the half the month with half the allotted allowance/s.

For more information on pro-rata billing, head to

http://exetel.com.au/a_support_billing.php#config

Other Information

Usage Meter and Records

The member services portal provides an easy to use usage meter to monitor your allowance usage. To access your usage or to access past records, login to your secure member portal from;

www.exetel.com.au

Using your plan overseas

Your monthly **National Talk, SMS and MMS** allowance and **National Data** allowance do not include any usage whilst used when roaming overseas.

Any **National Talk, SMS and MMS** usage will be charged in addition to your monthly access fee of **\$9.95** and National excess usage charges.

The applicable Global Roaming rates are listed here;

<http://help.exetel.com.au/roaming.php>

Any **National Data** usage whilst roaming overseas will be charged at \$0.02 per KB, or \$20.00 per MB, or \$20,000.00 per GB.

Global Talk and Data Roaming is set as inactive by default. To enable Global Talk Roaming on your service, login to your secure member services via www.exetel.com.au select Mobile Broadband/Mobile, select Global Roaming, and follow the instructions. Mobile Data Roaming is not permitted on this service.

Exetel Customer Contacts

To contact Exetel for assistance, there are a number of options to facilitate your enquiry;

Business Sales to order new services

Call: 1300 788 141 option 1

Email businesssales@exetel.com.au

Business Provisioning to enquire as to your service activation

Call: 1300 788 141 option 3

Email provisioning@exetel.com.au

Business Support if you have a fault or problem with your service

Call: 1300 788 141 option 2

Email businesssupport@exetel.com.au

Complaints Handling Policy

Complaints or Requests for Assistance to formulate a Complaint can be lodged via:

- i) Exetel's Helpdesk ticketing system via your online Exetel Secure Users Facility; or
- ii) Emailing our complaints e-mail address at complaints@exetel.com.au; or
- iii) Faxing 02 8030 2100 at any time; or
- iv) Telephoning 02 8030 1000 during Business Hours; or
- v) Telephoning 02 8030 1000 outside Business Hours by leaving a voicemail; or
- vi) Mailing your complaint via Registered Mail to:

Exetel Pty Ltd

Level 5, 121 Walker Street

North Sydney, NSW 2060

Additional information can be found here:

http://help.exetel.com.au/pdf_files/ExetelComplaintsHandlingPolicy210512a.pdf

At the conclusion of the Exetel Complaints Handling Process, if you feel your matter has not been resolved to your satisfaction and you have utilised the Complaints Escalation Process, you have the right to seek an alternate external dispute resolution remedy offered by the TIO. You can call the TIO on 1800 062 058 or contact them via their website;

<http://www.tio.com.au/making-a-complaint>

