

## Mobile Broadband

### Information about the service

The Mobile Broadband 4G Plus is a broadband service delivered using the Optus 4G Plus, 4G and 3G mobile network for use within Australia. Any data allowance not used within the billing month will expire, with the first month's data allowance prorated for use in that billing month.

#### Coverage

The Mobile Broadband service will be carried across the Optus 4G Plus network. Please check coverage at <https://fibre2air.com.au/mobile-broadband> prior to ordering the service.

### Information about Pricing

Monthly charges

	4G Plus Network	4G Plus Network	4G Plus Network	4G Plus Network	4G Plus Network
Monthly Charges	\$30.00	\$40.00	\$55.00	\$80.00	\$90.00
Total Min.Cost (No Lock-in Contract)	\$40.00	\$50.00	\$65.00	\$90.00	\$100.00
Data <small>For use with Australia</small>	5GB	8GB	15GB	50GB	70GB
Cost of 1MB Included Data	\$0.006	\$0.005	\$0.003	\$0.001	\$0.001
SIM Activation Fee	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00

#### Minimum Total Cost

• Month to month – The minimum total cost for the Mobile Broadband plan is equal to the cost of your plan, plus a SIM Activation fee of \$10. For Example, if you select the \$30 plan, the minimum total cost would be equal to \$30 + \$10 (SIM) = \$40.00.

#### What's Included and Excluded?

Your included data allowance can be used to access the internet and to send and receive emails within Australia. Data usage will be counted in kilobytes, where 1000KB=1MB and will include both uploads and downloads. Unused allowances do not carry over to the following month.

Your monthly data allowance excludes usage charges while you are overseas. You cannot use the supplied SIM card to access voice calls. SMS / MMS messages are charged in addition to the monthly fee.

#### Excess Data

Any excess data usage above your monthly inclusion will automatically be charged at \$15 per GB (or part of a GB). If you exceed your monthly data inclusion by 10GB, we may continue to charge you at the same rates or restrict your data use until the next billing period.

#### Early Termination Charge

Month to month plans can be cancelled at any time by providing us with 30 days' notice.

#### Using Your Service Overseas

International roaming is not allowed on the Mobile Broadband 4G service.

## Other Information

### Usage Information

To check your current usage levels, login to 'My Account' at [www.fibre2air.com.au/myaccount](http://www.fibre2air.com.au/myaccount) or download the fibre2air mobile app.

### Billing

We will bill you in advance for the minimum monthly charge and features and in arrears for calls and data. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

### Paper Invoice Charge

Paper invoices incur a fee of \$2.95 Inc. GST. Receiving your invoice via email does not incur a charge.

### Non-Direct Debit Fee

A monthly charge of \$2.20 Inc. GST applies for non-direct debit payment.

### Payment Method

Payment by Direct Debit from a bank account does not incur fees. Charges apply for other payment methods. For details go to [fibre2air.com.au/payments](http://fibre2air.com.au/payments) or contact us.

### We're here to help

Please visit [fibre2air.com.au/contact](http://fibre2air.com.au/contact) if you have questions about your billing, technical support, service or connection. Alternatively, you can call us on 1300 234 273

### Complaint or Disputes

If you have a problem or complaint about your service go to [fibre2air.com.au/complaints](http://fibre2air.com.au/complaints) where you will find full contact details and information about how to resolve it.

### Further Investigation

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full contact information online at [tio.com.au/about-us/contact-us](http://tio.com.au/about-us/contact-us)