

Wireless Infinite



Critical Information Summary

Information about the service

Here's a quick summary of all the important bits about your **Wireless Broadband Infinite** plan. It covers things like the length of your contract and how much you need to pay each month.

Your Wireless Broadband plan is an internet service that operates through a Switched On SIM card which gives you access to the Optus 3G network in Australia, a mobile broadband service number and lets you access data. This offer includes a Huawei E1762 USB Wireless Broadband Modem provided and delivered at no extra charge.

This equipment is a mandatory requirement of the offer and you will also need a working computer with a standard USB interface and mobile coverage for use of this service.

MINIMUM TERM

The minimum term is **24 months**.

WHAT'S INCLUDED AND EXCLUDED?

20 GB - Monthly Usage Allowance which includes both uploads and downloads data usage. Your unused allowances will expire each month at the end of your billing cycle and all inclusions are for use in Australia.

Your Monthly Data Allowance can't be used for data usage while you're overseas. Your plan does not include any call or SMS allowance.

Should you choose to make calls or SMS when your SIM is placed in a call or SMS capable device, you will be charged additionally for these.

To view charges visit:

www.switchedonaustralia.com/residential/wireless/infinite.html

Information about pricing

MINIMUM MONTHLY CHARGE

Your minimum monthly charge is **\$75**.

The minimum amount you'll pay over the period of your plan term is **\$1,800**.

If you use more than your Monthly Data Allowance per month, or use your mobile device for things not included in your Monthly Data Allowance, you'll have to pay more.

EARLY TERMINATION

If you choose to cancel your Mobile Broadband service or it is disconnected within the 24 month term, you must pay an early termination fee (ETF) equivalent to your monthly access fee.

This would decrease by equal instalments of your monthly access fee, for each month you stay on the service. So if you cancelled in Month 13 of your contract, the early termination charge will be:

$\$1,800 - (12 \times \$75) = \$900$.

Other Information

DATA CHARGES

Data charges are based on the amount of data you use when accessing your email and the internet via your Optus 3G network mobile broadband device. We calculate data as 1,024 MB per GB and 1,024 KB per MB.

The cost (prior to any Discounts being applied) of using one megabyte of data within Australia is \$0.00366.

If you use more than your Monthly Data Allowance each month, you'll be charged 20¢ per MB for the excess data. If you need more data, you can add a compatible data pack or move up a plan.

To view data pack pricing visit: www.switchedonaustralia.com/residential/wireless/data.html

Excess Data	If you use more than your monthly allowance you will be charged 20¢ per MB or part thereof.
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Below are general guidelines for the amount of data used per service type:

Service Type	Usage
1 email (no attachment)	35 KB
1 email (with standard attachment)	300 KB
1 web page	1 MB
1 social media post with photo	500 KB
1 min. of streaming video (standard)	2 MB
1 min. of streaming video (HD)	5.1 MB
1 song downloaded	4 MB

Note: Data usage varies by device. The above examples are based on averages and are estimates only. The actual amount of data used for the described activity can vary.

Got any Questions?

 **1300 455 620**

 info@switchedonaustralia.com

 switchedonaustralia.com

switched on
AUSTRALIA



Other Information

USING YOUR SERVICE OVERSEAS

Roaming internationally can be incredibly expensive as the rates and costs are largely determined by overseas providers. Your Monthly Data Allowance doesn't include usage while you're overseas, so you'll be charged separately for this usage.

You can find call rates for international usage at:

www.optus.com.au/shop/mobilephones/postpaidautoroom

Data usage charges while overseas is **\$2 per MB**.

FULL TERMS

Information and pricing is correct at time of printing. All pricing is inclusive of GST. This information is a summary only. Visit www.switchedonaustralia.com for our Standard Form Customer Contract which sets out the terms and conditions on which we provide our products and services.

BILLING

You will receive your bill free via email and can access it at any time online via My Account. If you'd like a paper bill posted, we can send you one for a fee of \$2.50.

Your bill is due on the same day of each month (i.e. 15 April, 15 May, 15 June). The figures in this Critical Information Summary are for a full billing cycle but your first bill may include pro rata charges for part of the month if you started or changed your plan part way through a billing period.

We will bill you in advance for the minimum monthly charge and features and in arrears for calls. 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.

For more information on billing, go to:

www.switchedonaustralia.com/members.html

USAGE METER & RECORDS

We have an easy-to-use usage meter where you can to check and monitor your usage, review your past statements and pay your bills.. To see your usage meter please go to:

www.switchedonaustralia.com/members.html and log into the customer portal.

Please bear in mind that the usage meter relies on our records coming through from our host network which runs around 48 hours behind actual usage and this delay could be greater if there are outages.

Please make sure you adjust your usage accordingly.

WE'RE HERE TO HELP

If there is anything at all you want to ask us or need help with, just call us on **1300 455 620** so we can serve you better.

Or you can visit us at www.switchedonaustralia.com for additional information, including to access information about your usage of the service or to view the full terms and conditions for this plan.

DISPUTE RESOLUTION PROCESS

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at:

<http://www.switchedonaustralia.com/complaints.html> or <http://www.switchedonaustralia.com/legal/policies.html>

If once you have accessed both our support and internal dispute resolution process, we still can't resolve your complaint to your satisfaction; you are within your rights to contact the Telecommunications Industry Ombudsman (TIO) 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

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