

This Critical Information Summary does not reflect any promotions we may offer from time to time.

## PLAN: WIRELESS BROADBAND (HWBB) – OPTUS 4G MONTH TO MONTH

### Service Description

This plan provides you with a Fixed Wireless 4G Broadband Service with a nominal amount of data to use each month. These plans provide access to Optus 4G network only (no 3G) and are only available in Optus 4G coverage areas.

Plan Details	HWBB 200GB	HWBB 500GB
Minimum Monthly Charge	\$65.00	\$85.00
Monthly Data Allowance	200GB	500GB
Charged automatically in increments of:		
Excess Data Charges	Excess Data Charge up to first 50GB: \$15.00 for each 10GB or part thereof Excess Data Charge after first 50GB: \$15.00 for each 1GB or part thereof	
Your Broadband speed will reduce to 256Kbps once you have exceed 55GB of total excess data		
Modem Fee	\$220.00	
Term	1-Month	
Early Termination Fee	No Early Termination Fee is applicable	
Total Minimum Cost	\$285.00	\$305.00
Cost per 1MB of data	\$0.003	\$0.002

### INFORMATION ABOUT THE SERVICE

#### Service Availability

This service is available in Optus 4G coverage areas only. You can check your coverage at: <https://www.innotel.com.au/mobile/coverage>

#### Bundling

You must purchase a suitable modem from innoTel.

#### Broadband Speeds

Speeds are variable on the Optus 4G Mobile Network and will depend on a number of factors including congestion, location, local conditions, hardware, software and general internet traffic.

#### Included Data

If you use more than your included data during your billing month we'll automatically give you another 10GB for \$15. If you use more than 50GB of top-up data, we will continue to give you another 1GB for \$15. If you use more than 55GB to top-up data, your Broadband speed will reduce to 256Kbps. Data is counted in kilobytes, and includes uploads and downloads.

#### What's not included

You cannot make calls or send text with these plan and these plans cannot be used for international roaming.

#### SMS Alerts for Data Usage

SMS alerts will be sent to you when you reach 50%, 85% and 100% of your monthly data allowance. There may be delays of up to 72-hours for these alerts.

#### Qualifications

In the month of activation and cancellation, any data and call allowances will be pro-rata for the number of days the service is active. Any unused allowances expire and the end of your billing cycle.

#### Broadband Education Package

Communications Alliance has created a general guide to help Australian consumers better understand broadband technologies and the factors that can influence its performance. This guide can be viewed at: [www.commsalliance.com.au/BEP](http://www.commsalliance.com.au/BEP)

## Acceptable Usage Policy

Our Acceptable Usage Policy's purpose is to ensure all our customers can access our services, and don't use our services in a manner we consider 'unreasonable' or 'unacceptable', including, but not limited to 'non-ordinary' or 'commercial purpose use' of this plan. It also sets out your responsibilities when you use the internet and confirms steps we may take to monitor and ensure compliance with this policy. You can view this policy at: [www.innotel.com.au/policies](http://www.innotel.com.au/policies)

## SIM card replacement fee

If you lose or damage your SIM card, a \$20.00 replacement fee is applicable, which includes postage.

## Plan Changes

Plan changes take effect on the 1st of the next month and do not attract a fee.

## Other Charges

If our suppliers increase its prices in the future, this may result in the cost of your service increasing. As per our Standard Form of Agreement, we will give you 30-days' notice before the increase takes place.

If you fail to pay your invoices on the due date specified in your invoices, a late payment fee of \$15.00 will be applied to your account and your services may be suspended or cancelled.

## BILLING INFORMATION

### Billing

Pricing outlined in this Critical Information Summary is based on a full billing cycle (calendar month). When your service becomes active with innoTel, your first bill will include:

- a partial monthly charge for the days remaining in current billing period.
- your minimum monthly charge in advance, and
- any additional / non-recurrent charges (e.g. call charges, connection, hardware fees etc).

### Payment Methods

innoTel offer a number of payment methods. Direct Debit from a Bank Account and EFT/Bank Transfer are free of surcharges. Paying by other methods may attract a fee; you can view other payment methods and any surcharges that may apply by reviewing our

Schedule of Fees and Charges at: [www.innotel.com.au/policies/](http://www.innotel.com.au/policies/)

## Email Billing

innoTel is committed to keeping our environmental footprint as low as possible and our standard method of bill delivery is via email. Paper billing is available at an additional cost of \$2.50 per month.

## OTHER INFORMATION

### Full Terms

This information is provided as a summary only. For full terms please visit [www.innotel.com.au/policies/](http://www.innotel.com.au/policies/) for our Standard Form of Agreement (SFOA).

### Access to your usage information

You can access your call and data usage information by logging on to the innoTel customer portal: <http://portal.innotel.com.au/>

### Contact Us

We're here to help, so if you have questions or need assistance, please contact us on 1300 736 048. Our team is available between 9am and 5.30pm (AEST) Monday to Friday.

innoTel pride itself on exceptional customer service, however if you feel that you are not satisfied with the steps taken by us to resolve your issue, you can review our complaint handling policy at [www.innotel.com.au/policies/](http://www.innotel.com.au/policies/).

If you are still not satisfied with the steps innoTel have taken, you can contact the Telecommunications Industry Ombudsman (TIO) by phone on 1800 062 058 or visiting [www.tio.com.au](http://www.tio.com.au) as a last resort.

*The information supplied in this document is based on innoTel's standard service offering and is a summary only. From time to time, innoTel may offer special promotions or customise service plans to suit customers. Where a special offer or custom service plan is offered, please refer to the details of that offer or custom plan for any variations to the information outlined in this document*