

# CRITICAL INFORMATION SUMMARY

Mobile BB Plans – 24 MONTHS



## INFORMATION ABOUT THE SERVICE

### SERVICE DESCRIPTION

Mobile BB plans deliver a post-paid data only service over the Optus 4G Plus Mobile Network for use within Australia. Transfer your existing mobile number or be allocated a new number.

### KEY DETAILS

Mobile Broadband plans allow you to use the Internet over a 3G/4G mobile network connection utilising your own compatible device. Your minimum Monthly Access Fee includes an amount of Data as specified in the table below. Both uploads and downloads are counted toward your Included Data. Inclusions are for usage generated whilst in Australia to a service within Australia only. Unused inclusions expire at the end of each billing cycle. Additional charges apply for excess data usage and are applied as automatic Data Top Ups. You may change to a higher plan at any time during your minimum contract term, without penalty fees. To change to a plan with a Monthly Access Fee lower than the plan you originally signed up to, whilst in contract, you are required to pay out the applicable Early Termination Fees.

### SHARED DATA ALLOWANCE

Your plan's Included and Top Up data is automatically shared across eligible mobile services on Mobile BB shared plans and on the same account.

### HARDWARE REQUIREMENTS

Mobile wireless-enabled hardware is required to use this service. 4G network access is only available on this plan if used with a device that is compatible with Optus LTE mobile network frequencies: 700/1800/2100/2300/2600 MHz. Use your own network compatible device or purchase a new one from Power Networkx. Hardware may be purchased separately and paid for Outright on your next bill.

### SERVICE AVAILABILITY

The service is not available in all areas and the service speed you experience depends on a number of factors, including your equipment, the quality and location of your mobile coverage, and the applications that you are using.

Both 3G and 4G mobile network coverage is subject to availability in some areas.

For mobile network coverage information visit <https://www.optus.com.au/about/network/coverage>

### SERVICE LIMITATIONS

Power Networkx Mobile Broadband delivers national data access only. Calls, SMS, MMS, Voicemail and International Roaming are not supported, therefore, the service cannot be used overseas or for non-data traffic.

## INFORMATION ABOUT PRICING

| Mobile Connect Plans                     | Mobile BB 10 | Mobile BB 20 | Mobile BB 40 | Mobile BB 80 |
|--|--------------|--------------|--------------|--------------|
| Monthly Access Fee                       | \$20         | \$30         | \$60         | \$120        |
| Monthly included data (within Australia) | 10GB         | 20GB         | 40GB         | 80GB         |
| Minimum term                             | 24 mths      | 24 mths      | 24 mths      | 24 mths      |
| Total minimum cost                       | \$480        | \$720        | \$1,440      | \$2,880      |

Inclusions are for usage in Australia to a service within Australia.

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|--|---|
| <b>Shared Data Allowance</b>           | Your plan's included and top up Mobile Data is automatically shared across Mobile BB plans on the same account. If you don't want to share data between your mobiles, please contact us to move your services to separate billing accounts.   |
| <b>Early Termination Fee</b>           | If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an Early Termination Fee (ETF) comprised of your minimum monthly commitment (Minimum Monthly Charge + Additional Monthly Charges), multiplied by the months remaining in your contract.  |
| <b>Mobile Data Excess Usage Charge</b> | You will receive an email warning to your billing email address when data use reaches 50%, 85% and 100% of included data. If included data is exceeded, your account will be automatically topped up with 1GB of data, charged at \$10 per 1GB. No maximum applies to the number of top ups that can be applied against excess data usage within one billing cycle. |

## OTHER INFORMATION

### PROMOTIONAL PRICING

Pricing in this Critical Information Summary does not take into account any promotional discounts or custom pricing. Promotional pricing on offer may be revoked at any time.

### BILLING

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

### WE'RE HERE TO HELP

If you have any questions or need assistance, please call us or visit our website so we can serve you better.

### COMPLAINTS

If you have any concerns or complaints, you can access our complaint resolution process via our website. You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at [www.tio.com.au](http://www.tio.com.au).

### CONTACT DETAILS

**Call Us:** 1300 797 428  
**Email Us:** [admin@powernetworkx.com.au](mailto:admin@powernetworkx.com.au)  
**Visit Us:** [www.powernetworkx.com.au](http://www.powernetworkx.com.au)  
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Osborne Park, WA 6017