

# CRITICAL INFORMATION SUMMARY

Mobile Connect Plans – 24 MONTHS



## INFORMATION ABOUT THE SERVICE

### SERVICE DESCRIPTION

Mobile Connect plans deliver a post-paid mobile service over the Optus 4G Plus Mobile Network which enables you to make and receive calls, send and receive messages, and access mobile data via a compatible device. Transfer your existing mobile number or be allocated a new number. For mobile network coverage information visit <https://www.optus.com.au/about/network/coverage>.

<b>Hardware</b>	Bring Your Own (BYO) compatible handset.
<b>Exclusions</b>	Premium Numbers, International Direct Dialed Calls, International Mobile Roaming, Directory Assistance, Video Calls and other call types not listed as included are charged in addition to the Monthly Access Fee.
<b>International Calls</b>	International calls are barred by default. To activate International Calling, please contact us.
<b>International Roaming</b>	International roaming is disabled by default and can be turned on by contacting us. International roaming is charged as per Optus current roaming rates found at <a href="https://www.optus.com.au">optus.com.au</a> .

## INFORMATION ABOUT PRICING

### Mobile Connect Plans

	3	6	15	30
<b>Monthly Access Fee</b>	\$15	\$20	\$30	\$50
<b>Monthly included data (within Australia)</b>	3GB	6GB	15GB	30GB
<b>Standard national calls and text</b>	Included	Included	Included	Included
<b>Minimum term</b>	24 mths	24 mths	24 mths	24 mths
<b>Total minimum cost</b>	\$360	\$480	\$720	\$1,200

Inclusions are for usage in Australia to a service within Australia. All calls are charged in 1 minute increments (unless stated otherwise). Further usage rates are available upon request.

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<b>Shared Data Allowance</b>	Your plan's included and top up Mobile Data is automatically shared across Mobile Connect 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)  
**Address:** Unit 4/1 Sangiorgio Court,  
Osborne Park, WA 6017