



TeleChoice Critical Information Summary TeleChoice Mobile Broadband Plans

PLAN	MBB PLAN 1 \$30	MBB PLAN 2 \$75
Minimum Monthly Charge	\$30	\$75
**Set Up Fee	\$15	\$15
Total Minimum Cost	\$30 (on-line sign up) \$45 (in-store sign up)	\$75 (on-line sign up) \$90 (in-store sign up)
Monthly Data Allowance	30GB	100GB
Cost Per Megabyte (MB)	\$0.00097 per MB	\$0.00068 per MB
Data for use in Australia only. Extra data \$10 per 1GB automatically added to use for that month. 1GB (Gigabyte) = 1,024MB (Megabytes)		
** A \$15 set up fee applies in-store but is waived where you sign up online		

Information about the Service

Description of the service

Your plan is for a mobile data service which gives you access to a mobile broadband service and access to mobile data for use within Australia.

Mandatory Goods

You need a 3G/4G compatible mobile internet device such as a tablet, laptop, modem or dongle to use this service. The device needs to support 3G-850MHz and both 4G 1800MHz and 4G 700MHz banding, so that you can enjoy the full benefits of your service.

What's included

Your plan gives you access to a monthly data allowance which includes downloads and uploads from your compatible device.

What's not included

This is a SIM only product and does not come with a compatible device. Your monthly data allowance cannot be used when you are overseas. Your plan does not include any call or SMS allowance.

Minimum contract term

Month to Month

Monthly data allowance

The monthly data allowance in respect of each Mobile Broadband Plan is set out in the table above. Your unused monthly data expires each month.

Information about pricing

Please see table above in respect to the price for each plan. If you exceed the included data allowance of your plan, or use your service for things that are excluded from your plan, you will pay more than the minimum monthly charge for that month. There is no limit on the maximum total charge. The maximum charge depends on your usage and excess usage.

Early termination fee

You can cancel your plan at any time. All you need to do is pay all outstanding charges on your account. Any included data value will be forfeited on termination and can't be transferred.

Special promotions and value adds

Any special promotions or extra value added services that may be associated with your contract or added by you after the start date of your contract term are excluded.

Using mobile data in Australia

Mobile data charges are based on the amount of mobile data you use when accessing the internet on your compatible device. To estimate the amount of data you will use, visit www.telechoice.com.au/?/how-much-data-do-you-really-use

Rates for Data

Data use is for uploads and downloads and is deducted in units of 1KB (1024 bytes- 1KB) Once you exceed your monthly data allowance, we will automatically add 1GB to your service for \$10 (\$0.0097 per MB) and the charge will appear on your next bill. A maximum of ten (10) 1GB data blocks may be added to a service per billing cycle.



Other Information

Billing

Your TeleChoice bill is charged on the same date each month (e.g. 3 May, 3 June, 3 July). Each 'month' you will be billed in advance for the minimum monthly charge and for the use during the month. Your first bill will also have charges for the days left in that 'month' until your next billing cycle begins. You will receive your bill via email. A \$2.20 inc. GST service charge will be applied per month if you request to receive a paper bill. You can see your bills online or request an electronic bill via the TeleChoice member's area at www.telechoice.com.au/members.

Usage Information

You will receive email alerts when you reach 50%, 85% and 100% of your monthly data allowance. You can monitor your service usage by logging into your account online at www.telechoice.com.au/members For full details of the TeleChoice usage alerts visit www.telechoice.com.au/?/Managing-your-usage.

Customer Support

For more information go to www.telechoice.com.au , or

- Call us: 9am - 9pm AEST (Mon-Fri)
- 9am - 6pm AEST (Sat-Sun)
- 1300 83 53 24 (within Australia)
- +61 2 8763 9050 (from overseas)

Using your service overseas

This service cannot be used overseas.

Our dispute resolution process

- You can call our customer support on 1300 835 324 Option 4
- Send us your complaint to support@telechoice.com.au

Telecommunications Industry Ombudsman

You can refer a complaint to the Telecommunications Industry Ombudsman (TIO) at any time, although you will need to speak to us first to attempt to resolve the matter prior to taking your complaint to the TIO. If you remain unsatisfied with our handling of your complaint you have the right to ask the TIO to assist. To do that you can contact them on 1800 062 058.

^ Important Information: This is only a summary. This plan with full terms and conditions can be found at www.telechoice.com.au/terms-conditions
This information is correct as at OCTOBER 28TH 2020 and is subject to change where we are permitted to do so by law. Visit www.telechoice.com.au for updated information about our plans and services. Business Service Brokers Pty Ltd trading as TeleChoice ABN 44 236 745 235.