

Critical Information Summary

Data Rollover Combo Plus Plans \$15/\$20/\$25



Information about the Service

Service Description

These plans are for direct debit and credit approved customers only. Plan fees of \$15, \$20 or \$25 which come with their respective allowances of voice and internet data usage are charged for and billed per 28-days and must be paid for in advance. This service operates on the fast Optus 4G enabled network. **Please note usage details online and SMS notifications are according to data retrieved from the network which can have a delay of up to 48 hours for standard services items and more for other items such as International calls, roaming, satellite calls, etc.**

Available Plans: \$15/\$20/\$25 per 28 days.

Changing your Plan: You can request to change your mobile plan online at www.etel.com.au/account. New plan rate and fees will apply from the day when your new plan starts.

Coverage: Customers can only get 4G speeds with a 4G-ready phone (LTE 1800/850 MHz) in Optus 4G plus coverage areas as per the detailed map listed at www.optus.com.au/shop/mobile/network/coverage. When customers are not within a 4G coverage area or their mobile handset is not 4G compatible, the mobile service will automatically switch over to 3G. When inside 4G coverage areas, the actual speeds vary due to the factors such as location, distance from the base station, user numbers, hardware & software configuration and download source/upload destination etc.

Minimum Term

No minimum term. Change or cancel your plan any time and cease at the end of the current billing period.

How your usage allowances work

Allowances of Voice and Data usage: Your Voice allowance and Internet Data allowance is available for your use during the 28-day billing period. A new billing period begins with renewed allowances on the day when you have used up either your voice allowance or data allowance OR the day after the last day of the billing period, whichever comes earlier. Any excess usages will be brought forward to the new billing period.

Suspension: When you have no valid allowances remaining, your service will be suspended.

How your Data Rollover works

Your internet data is charged per KB. Your unused internet data can be rolled over an unlimited number of times to the next consecutive billing period as long as you are on this plan. Please note that your accumulated rollover data will be forfeited if you downgrade your plan OR change to a plan other than a Data Rollover Combo Plus Plan OR if you have not paid/fail to pay for your next period before your current period ends. We strongly recommend you set up Direct Debit to ensure your data always rolls over.

Your billing period and excess usages

Each billing period has a maximum of 28 days. There are no excess usage fees for these plans, instead, if you run out of data allowance or call allowance, your billing period will automatically renew, any excess usages are brought forward to your new billing period.

Your current plan of use

You may choose to pay for a different Data Rollover Plan for your next billing period. Your Plan will automatically change to the new chosen plan when your current billing period ends.

Termination

You can request to terminate your service online www.etel.com.au/account. Your account final account balance will be worked out within 30 days of termination. Any outstanding amount has to be made accordingly. There is no fee for termination.

If you leave your account suspended over 2 months, your account will be closed and your mobile number will be disconnected. In such case, you may request for the recovery of the service number. There is a service number recovery fee of \$55, if we are unable to recover your service number, the charge will be refunded.

Porting Policy: If you applied for a new number with E.Tel, a \$20 Port out Handling Fee applies if you port the service away to another provider within 6 months. This fee does NOT apply if you ported-in your number or if you disconnect your service.

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Information about Pricing

Minimum cost

If you paid a lower fee for the first service-period due to a promotion, then the lower fee is the minimum charge. If you applied for a new number with E.Tel, a \$20 port out handling fee applies if you port the service away to another provider within 6 months. This fee does not apply if you ported in your number or if you disconnect your service.

What's included

Data Rollover Combo Plus Plans	\$15	\$20	\$25
Days use	28 Days	28 Days	28 Days
Included voice allowance	\$15	\$20	\$25
Included data allowance	5GB Unused data rolls over to the next period.	6GB Unused data rolls over to the next period.	15GB Unused data rolls over to the next period.
Cost of using 1MB data in Australia	\$0.002929	\$ 0.003255	\$0.001628
Standard National Calls (calls to mobile, 13, 18, voicemail within Australia)	Unlimited		
Cost of send a national SMS (up to 160 characters)	Free		
International Calls	\$0.10/min to selected countries** (see below) For other destinations, please refer to table at etel.com.au/om-idd		
Cost of sending an international SMS (up to 160 characters)	\$0.20		
Cost of sending a national MMS (up to 160 characters)	\$1.75		

Calls are rounded up to the nearest minute. Data usage is billed in KB increments.

** Special international call rate applies to selected countries only: Argentina, Brazil, Canada, China, France, Germany, HK, India, Indonesia, Italy, Japan, Malaysia, NZ, Philippines, South Korea, Singapore, Spain, Thailand, Taiwan, UK, USA and Vietnam. Higher rates apply to any other countries not listed. Please refer to the rate table on www.etel.com.au.

What's not included

International roaming, premium SMS and calls to premium numbers and any services not listed in table(page 2) are not included and must be paid for separately. Not available for some proprietary Blackberry services such as email, data MMS or internet.

Other Information

Usage information

Usage information can be monitored through your online account at www.etel.com.au/account. All usage timestamps are based on AEST (time in Sydney, NSW) regardless of where you called from. E.Tel will send you an SMS to notify you when your usage has reached 50%/85%/100% of the available quota. **Please note usage details online and SMS notifications are according to data retrieved from the network which can have a delay of up to 48 hours for standard services items and more for other items such as International calls, roaming, satellite calls, etc.**

Support

You can find out the answers of many support issues easily via www.etel.com.au/support. You can also email us at support@etel.com.au. For urgent connection issues please call us on 1300 383 588.

Complaints

We always strive to provide our customers with excellent service, if you have any questions or are dissatisfied with our service or product, we encourage you to always contact us first by calling 1300 383 588 or emailing support@etel.com.au. We will do our best to solve the problem together with you during our first contact.

Should you wish to access E.Tel's official complaints handling process please go www.etel.com.au/policy.

If your complaint was not resolved within 7 working days, you may consider contacting The Telecommunications Industry Ombudsman.

Online: www.tio.com.au/about-us/contact-us

Phone: 1800062058

Fax: 1800630614

Post: PO Box 276 Collins Street West, Vic

Address: Level 3, 595 Collins Street Melbourne.

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