

# Critical Information Summary

E-100 S, E-100 M, E-100 L, E-100 XL, E-300



## Information about the Service

### Service Description

The E-100 S, E-100 M, E-100 L, E-100 XL, E-300 Plans are postpaid plans for direct debit and credit approved customers only. It is designed to give users more flexibility with when they want to use their data while still getting great value for calls and data.

This service operates on the fast Optus 4G enabled network. **Please note that 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.**

**Changing your Plan:** You can request to change your mobile plan online at [www.etel.com.au/account](http://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](http://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

The minimum term is 100 days for E-100 S, E-100 M, E-100 L, E-100 XL plans and 300 days for E-300.

### How your usage allowances work

When there is less than \$5 of included value remaining in your account, you will be charged from your nominated account based on the plan fee (see below table) and a new billing period will commence with renewed internet data and included value allowances.

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

### Excess usages

There are no special excess usage rates for this plan, instead, if you run out of data allowance or call allowance, you will be charged from your nominated account based on the plan fee (see below table) and a new billing period will commence with renewed internet data and included value allowances. Any remaining Included value or Included Data allowance does not rollover to the renewed period. Excess usage is brought forward to the renewed billing period.

## Information about Pricing

### Total minimum cost

Total minimum for E-100 S, E-100 M, E-100 L, E-100 XL, E-300 plans are \$29.95/\$59.95/\$89.95/\$119.95/\$149 respectively. 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

Plan Name	E-100 S	E-100 M	E-100 L	E-100 XL	E-300
Included Value/Plan Fee	\$29.95	\$59.95	\$89.95	\$119.95	\$149
Days use	100 Days				300 Days
Included Data	10GB	30GB	50GB	80GB	90GB
Standard National Calls (calls to mobile, 13, 18, voicemail within Australia)	\$0.10/min	unlimited			
Cost of send a national SMS (up to 160 characters)	\$0.10	unlimited			
International calls to selected countries *	From \$0.10/min * + \$0.20 connection fee				
Cost of sending an international SMS (up to 160 characters)	\$0.20	unlimited			
Cost of sending a national MMS (up to 160 characters)	\$1.75	\$1.75	\$1.75	\$1.75	\$1.75

## E-100 S, E-100 M, E-100 L, E-100 XL, E-300 Plan

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

\* Selected international destinations include: China, Hong Kong, Taiwan, Vietnam, Malaysia, Singapore, South Korea, USA, Japan, Canada, New Zealand, UK, France, Germany, Greece and Italy. (For other destinations please visit [www.etel.com.au/om-idd](http://www.etel.com.au/om-idd) or contact us)

### What's not included

International roaming, premium SMS and calls to premium numbers and any services not listed in the above 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](http://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](http://www.etel.com.au/support). You can also email us at [support@etel.com.au](mailto:support@etel.com.au). For urgent connection issues please call us on 1300 383 588.

### Termination

**Termination Policy:** You can request to terminate your service online [www.etel.com.au/account](http://www.etel.com.au/account) or by providing us a written notice. Port procedure may vary depending on your new service provider. Your final account balance will be worked out within 30 days of termination. Any outstanding amount has to be made accordingly.

**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.

If you leave your account suspended for over 6 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.

### 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](mailto: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](http://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](http://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.

*This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions. Summary valid as of Oct 2019.*