



# Critical Information Summary

Always \$12/\$24/\$36 Plan (Monthly)

## Information about the Service

### Service Description:

The E.Tel Always \$12/\$24/\$36 plans (Monthly) are post-paid, SIM only, mobile service plans has as Included Data allowance for usage within Australia of 6GB/25GB/50GB respectively, and Included Minutes for International Calls to Selected Countries\*\*\* of 100/200/300 minutes respectively. The service is provided via the Optus mobile 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.**

**Monthly fee** of \$12/\$24/\$36 is payable in advance. Additional charges are applied for any excluded calls and excess usage. Direct Debit via your nominated Bank Account or Credit Card is required.

**Billing Cycle** is from the first day of each month to the last day of each month. Customers pay their monthly fee on a pro-rata basis for the first calendar month, similarly, data allowance and voice allowance for the first month is also on a pro-rata basis.

**Minimum Term:** 1 Month.

**Change 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 first day of the following month if your request is submitted before 15th of each month. Otherwise, the new plan will become effective on the first day of the next following month.

**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/living-network/coverage](http://www.optus.com.au/living-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.

## Information about Pricing

### What's included?

6GB/25GB/50GB of data in Australia depending on the plan you choose (see table on right).

- At the end of each month, your usage allowance is reset.
- All data is billed in per KB increments.
- Data includes both download and upload usage.

### Standard National calls & txt

- Unlimited Standard national calls to mobiles, landline, 13 & 18 numbers, voicemail\*.
- Unlimited Standard national SMS\*.

Free 100/200/300 minutes to call selected 70 international destinations, depending on the plan you choose (see table below).

- Calls are rounded up to the nearest minute.
- \*\*\*Selected Countries: Algeria, American Samoa, Argentina, Bangladesh, Belgium, Bermuda, Bhutan, Brazil, Brunei, Bulgaria, Cambodia, Canada, Chile, China, Colombia, Costa Rica, Czech Republic, Denmark, Egypt, Estonia, Finland, France, Germany, Greece, Guadeloupe, Guam, Hong Kong, Hungary, Iceland, India, Indonesia, Ireland, Israel, Italy, Japan, Kazakhstan, Korea South, Kuwait, Laos, Lebanon, Macau, Malaysia, Malta, Mariana Is, Martinique, Mexico, Morocco, Myanmar, Nepal, New Zealand, Norway, Pakistan, Paraguay, Peru, Pitcairn Is, Poland, Portugal, Puerto Rico, Romania, Saudi Arabia, Singapore, Slovakia, Spain, Sweden, Switzerland, Taiwan, Thailand, Turkey, UK, Uruguay, Us Virgin Is, USA, Venezuela, Vietnam.

### Comparison Rate table of Always Plans (Monthly):

Minimum monthly charge	\$12	\$24	\$36
<b>Monthly included data allowance*</b>	6GB	25GB	50GB
<b>Excess data charges</b>	\$5 per GB block	\$5 per GB block	\$5 per GB block
<b>Standard National Calls (calls to mobile, fixed, 13, 18, voicemail within Australia)*</b>	Unlimited	Unlimited	Unlimited
<b>Cost of making a 2 minute standard national mobile call (incl. flagfall)</b>	Free	Free	Free
<b>Cost of sending a national SMS (up to 160 characters)</b>	Free	Free	Free
<b>Free International calls to selected countries ***</b>	100 minutes	200 minutes	300 minutes

\* Unlimited services subject to our Fair Use Policy at [www.etel.com.au/policy](http://www.etel.com.au/policy).

\*\* Data usage is calculated in KB increments

\*\*\* See list above table.

### What's not included?

- International calls to other countries NOT in selected countries above.
- For a list of rates for international calls go to: [www.etel.com.au/alwaysplan-monthly](http://www.etel.com.au/alwaysplan-monthly)
- Excess Data at \$5 per GB block (e.g. if you exceed your data by 100MB, you will be charged \$5).
- Satellite calls and call diversions.

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- International roaming charges are much higher and not included in your plan. International voice roaming and data roaming are subject to Plan Terms and Conditions. E.Tel reserves full rights to provide or deny provision of roaming services. We require you to understand all roaming charges and its cost implications before you use roaming, please contact us on 1300 383 588 or email us at [support@etel.com.au](mailto:support@etel.com.au) a few days before you fly overseas if you need roaming activated.  
**International Data Roaming is not allowed and you must turn it off at all times or you agree to pay the cost of the carrier's charges (at least \$0.02/KB).**
- Premium SMS (19 numbers), Social Media SMS alert services. etc
- Directory Assistance like 1223, 12456, 124YES (124937).
- Calls to 19 numbers are blocked and cannot be made using E.Tel.
- International SMS at \$0.25 per message (up to 160 standard characters).
- MMS is charged at \$0.25 per message.
- International MMS is charged at \$0.50 per message.
- Any other services not listed in "What's Included" above.

### Minimum and Maximum Monthly Charge:

**Minimum monthly charge:** \$12/\$24/\$36 per month (see table on page 1), except for the first month where your monthly fee and quota are calculated on a pro-rata basis. (e.g. if you join on the 25<sup>th</sup> of June, your first month's charge, data allowance and allowance for included services is multiplied by 6/30 (6 = remaining days in June, 30 = total days in June).

**Maximum monthly charge:** There is no maximum monthly charge. Usage exceeding your monthly allowance, or non-included items incur additional costs on top the monthly fee. E.Tel may cease or limit your service if we suspect the service may incur bad debt and to protect you from inadvertent excessive usage. For full details, please see our General Terms and Conditions, Fair Use Policy, you can find this information on our website at [www.etel.com.au](http://www.etel.com.au). Please also see the plan's Terms and Conditions.

## 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. **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 longer for other items such as International calls, roaming, satellite calls, etc.** Your online account will also allow you to check your balance or to view your current usage or bills and all other needs regarding your service.

### Support:

If you have any questions, contact our support via [support@etel.com.au](mailto:support@etel.com.au) or call us on 1300 383 588 for urgent connection issues.

### Termination:

You can request to terminate your service online [www.etel.com.au/account](http://www.etel.com.au/account) at any time according to our billing cycle. Your service will be terminated at the end of the requested month if the termination request is submitted before the 15<sup>th</sup> of the month otherwise your service will be terminated at the end of the next following month. Your account final account balance will be worked out within 30 days of termination. Any outstanding amount must be made accordingly. There is no fee for termination if the service is outside of a contract term.

**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.

### Suspension:

E.Tel reserves all rights to suspend your service if payment is not made or if E.Tel suspects that there is extraordinary usage that may incur bad debt. E.Tel reserves the right to deny service to those with suspicious or unreliable credit histories. If you leave your account suspended for over 21 days, your account and mobile number will be disconnected and you will lose your mobile service number. In such case, you may request to recover the service number; there is a recovery fee of \$55. If we are unable to recover the service number the recovery fee will be refunded.

### Complaints:

We are committed to providing you with excellent service, if you have any questions or are dissatisfied with something, 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 your problem 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 Sep 2023. <http://www.tio.com.au/making-a-complaint>*