

e.tel Critical Information Summary

Mini \$5.99

Information about the Service

Service Description:

The E.Tel Mini \$5.99 plan is a post-paid, SIM only, mobile service plan has as Included Value allowance for Calls, Text and Data. 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 \$5.99 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. 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/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.

Information about Pricing

What's included?

[\\$5.99 Included allowance for services below \(see table below\)](#)

- Data at \$0.01/MB (billed in KB increments).
- Data includes both download and upload usage.
- Standard national calls to mobiles, landline, 13 & 18 numbers are charged at \$0.01 per min.
- Calls are rounded up to the nearest minute.
- Standard national SMS at \$0.25 per sms (up to 160 characters).
- International SMS at \$0.45 per SMS (up to 160 standard characters).
- National MMS is charged at \$0.45 per message.

- International MMS (up to 160 standard characters) is charged at 75c each.
- International calls from \$0.02/min, rates for all destinations here: international destinations, go to: www.etel.com.au/vm-idd
- Usage exceeding your Included Value are pay as you go and charged at the end of the billing-period.

Included Value Covered Service Items

Standard National Calls (Incl. 13/18/voicemail)	\$0.01/min + \$0.25 flagfall
Data	\$0.01/MB
National SMS (up to 160 characters)	\$0.25 per sms
National MMS (up to 160 characters)	\$0.45 per mms
International Calls	From \$0.10/min + \$0.25 flagfall Full rates here: www.etel.com.au/vm-idd
International SMS (up to 160 characters)	\$0.45 per sms

Included Calls

If you restricted your use solely to Standard National Mobile Calls each of 2 minutes in duration, you could make **22** calls with your \$5.99 Included value.

What's not included?

Some additional services are not included but are still available for additional charges:

- Video calls, satellite calls and call diversions.
- 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 we activate roaming for you, please contact us on 1300 383 588 or email us at support@etel.com.au a few days before you fly overseas so we can activate roaming for you.
- Premium SMS (19 numbers) & calls to Premium services.
- Social Media SMS alert services.
- Directory Assistance like 1223, 12456, 124YES (124937).
- Excess Usages beyond the Included Value.
- Any other services not listed in "What's Included" above.

Mini \$5.99 plan

Minimum and Maximum Monthly Charge:

Minimum monthly charge: \$5.99 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 25th 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 in excess of 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. 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. 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. 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 more 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 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 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 15th 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 has to 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.

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. 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.

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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