

Critical Information Summary

PAYG \$50 Plan



Information about the Service

Service Description

The PAYG \$50 Plan is for direct debit and credit approved customers only. It is designed for long term users who also value flexibility 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. 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 cost

Minimum cost is \$50. 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.

How your usage allowances work

When there is less than \$10 of included value remaining in your account, \$50 will be charged from your nominated account and added. Any applicable bonuses will also be added.

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

Excess usages

There are no excess usage fees for this plan, instead, if you run out of data allowance or call allowance, your plan will automatically renew with a new billing period, any excess usages are brought forward to your new billing period.

Information about Pricing

What's included

Included Value	\$50
Days use	No Expiry Date
Cost of using 1MB of data in Australia	\$0.10/MB
Standard National Calls (calls to mobile, 13, 18, voicemail within Australia)	\$0.25/min
Cost of making a 2 minute standard national mobile call	\$0.50
Cost of send a national SMS (up to 160 characters)	\$0.25
International calls	From \$0.10/min + \$0.25 connection fee (*See selected countries on page 2)
Cost of sending an MMS or international SMS (up to 160 characters)	\$0.50
Cost of sending an international MMS (up to 160 characters)	\$0.75

Monthly account maintenance fee of \$1 applies, fee is deducted from your included value.

PAYG \$50 Plan

Included Calls

If you restricted your use solely to Standard National Mobile Calls each of 2 minutes in duration, you could make **100** calls.

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.

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.

Termination

Termination Policy: You can request to terminate your service online 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 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. 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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