

# Critical Information Summary

Smart Plan \$9.95/\$18.95



## Information about the Service

### Service Description

These plans are for direct debit and credit approved customers only. There are 2 plan options for your choosing depending on your needs. Plan fees of \$9.95, \$18.95 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:** \$9.95/\$18.95 per 28 days.

**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

There is no minimum term, change or cancel your plan at any time and your service period will cease at the end of the current service 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.

### Your billing period and excess usages

Each billing period has a maximum duration 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.

## Information about Pricing

Smart Plan	\$9.95	\$18.95
Days use	28 days	28 days
Included allowance for international calls	\$9.95	\$18.95
Included data allowance	4GB	15GB
Cost of using 1MB data within Australia	\$0.0032	\$0.0012
Standard National Calls (calls to mobile, 13, 18, diversion/call-forwarding/voicemail within Australia)	Unlimited	Unlimited
Cost of send a national SMS (up to 160 characters)	Free	Free
International calls to selected countries	\$0.10/min (+\$0.25 flagfall) to selected countries (see page 2) **	
Cost of sending an MMS, International SMS (up to 160 characters)	\$0.25	\$0.25
Cost of sending an International MMS (up to 160 characters)	\$0.50	\$0.50

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

\*\*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,

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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.

Other rates apply to any other countries not listed. Please refer to rates at [etel.com.au/smartplan](http://etel.com.au/smartplan).

### Total minimum cost

Total minimum cost for the \$9.95/\$18.95 plans is \$9.95/\$18.95 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

Included Data respective to the chosen plan is included along with Unlimited Standard national calls (landlines, mobile, 13/18 numbers, voicemail), Unlimited standard SMS.

Other service items are deducted from the Included Value. Once your Included Data or Included Value has been depleted, your current billing period will cease and your next billing period will begin.

### What's not included

International roaming, premium SMS and calls to premium numbers and any services not listed in below table are not included and must be paid for separately. 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).**

## 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

You can request to terminate your service online [www.etel.com.au/account](http://www.etel.com.au/account). Your account final account balance will be worked out within 28 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.

### 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 Mar 2022.*