

Critical Information Summary

Value \$26.90/\$30.90/\$38.90 (Monthly)

Information about the Service

Service Description:

The E.Tel Value \$26.90/\$30.90/\$38.90 plans (Monthly) are post-paid, SIM only, mobile service plans has as Included Data allowance for usage within Australia of 30GB/55GB/120GB 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 and 5G 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 \$26.90/\$30.90/\$38.90 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 access 4G and 5G services using a compatible device in Optus 4G/5G coverage areas, as shown on the coverage map at www.etel.com.au/coverage. 5G download speeds are capped at a maximum of 150Mbps. Actual network speeds may be lower and will vary depending on factors such as location, coverage, distance from the base station, network congestion and device compatibility, hardware and software configuration, and the download source or upload destination.

Information about Pricing

What's included?

30GB/55GB/120GB 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* and MMS.

Included 100/200/300 minutes to call selected 75 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, Philippines, 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.

Free Travel eSIM

Eligible new customers and customers transferring their mobile number to E.Tel receive one complimentary travel eSIM per eligible mobile service.

The travel eSIM must be claimed within six months of activating your E.Tel mobile service and activated within 90 days of issue. It is a separate, data-only eSIM and does not include calls, SMS or your E.Tel mobile number. Available destinations, data allowances and validity periods vary. An unlocked, eSIM-compatible device is required. Visit www.etel.com.au/travel-esim for eligibility, available destinations, redemption instructions and the full Travel eSIM Terms and Conditions.

Comparison Rate table of Value Plans (Monthly):

Minimum monthly charge	\$26.90	\$30.90	\$38.90
Monthly included data allowance*	30GB	55GB	120GB
Excess data charges**	\$5 per GB block	\$5 per GB block	\$5 per GB block
Standard National Calls (calls to mobile, fixed, 13, 18, voicemail within Australia)*	Unlimited	Unlimited	Unlimited
Standard National SMS and MMS*	Unlimited	Unlimited	Unlimited
Free International calls to selected countries ***	100 minutes	200 minutes	300 minutes

* Unlimited services subject to our Fair Use Policy at www.etel.com.au/policy.

** Data usage is calculated in KB increments

*** See list above table.

Value \$26.90/\$30.90/\$38.90 Plan (Monthly)

What's not included?

- International calls to other countries NOT in selected countries above.
- Satellite calls and call diversions.
- International roaming daily pack costs \$6 per day and includes 5GB of data, 3,000 minutes of calls and 3,000 SMS for use in eligible destinations. The \$6 fee applies for each day within your selected roaming period, from the nominated start date until the nominated end date, regardless of usage. When requesting roaming through your E.Tel online account, you must select your roaming start and end date. You can also request activation by contact us on 1300 383 588 or at support@etel.com.au. International roaming is subject to Plan Terms & Conditions, eligible destinations and network availability. Usage outside eligible destinations or the Daily Pack inclusions may incur additional charges. E.Tel reserves the right to approve or decline roaming requests.
- 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).
- Conference calling i.e. three-way call
- 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: \$26.90/\$30.90/\$38.90 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 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 and Fair Use Policy, you can find this information on our website at <https://www.etel.com.au/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 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.

- For a list of rates for international calls, [click here](#).
- Data bolt-on will be activated immediately. This means the additional data will be available for use instantly and will not wait until the next billing cycle. Charges for the bolt-on will be applied to your next invoice. Excess Data at \$5 per GB block (e.g. if you exceed your data by 100MB, you will be charged \$5).

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 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.

New number policy: If you applied for a new number with E.Tel, a \$20 Number Fee applies if you port the service to another provider within 6 months. This fee does NOT apply 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 with a reconnection fee of \$55. If we are unable to recover the service number the reconnection 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. 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.

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions. Summary valid as of Jan 2025. <http://www.tio.com.au/making-a-complaint>