

Critical Information Summary

Value Plan 30GB/55GB/120GB 5G (Monthly)

Service Description: The E.Tel Value Plans 30GB/55GB/120GB 5G are monthly post-paid, SIM only, mobile plans on the Optus 4G and 5G network. See the comparison table below for each plan's pricing and inclusions.

Comparison Table	Value Plan 30GB 5G	Value Plan 55GB 5G	Value Plan 120GB 5G
Minimum monthly charge	\$26.90	\$30.90	\$39.90
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

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. Download speeds are capped at a maximum of 150Mbps. Actual speeds may be lower and vary depending on factors like location, coverage, distance from the base station, congestion, hardware and software configuration, and the website or app used.

Data Allowance: At the end of each month, your usage allowance is reset.

- Data usage is calculated in KB increments.
- Data includes both download and upload usage, in Australia only.
- *Excess data charges are billed in 1 GB increments.

Billing Cycle is from the first day of each month to the last day of each month. The first calendar month's fee, data allowance, voice allowance, are reduced pro-rated for the partial month.

Minimum monthly charge: \$26.90/\$30.90/\$39.90 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 or to protect you from inadvertent excessive usage. For full details, please see our General Terms and Conditions and Fair Use Policy at <https://www.etel.com.au/terms-and-conditions>.

Minimum Term: 1 Month. Maximum early termination charge: Nil.

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.

****Included 100/200/300 international call minutes** to the following 75 select destinations: 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. Call usage is rounded up to the nearest minute.

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.

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions. Summary valid as of September 2026.

Fair Use Policy applies to usage of all E.Tel services. You can find our Fair Use Policy at www.etel.com.au/policy.

What's not included?

- International calls to other countries NOT in selected countries above. Calls to other destinations not included in the above list are charged at the rates according to the international call rates at etel.com.au.
- For a list of rates for international calls, click [here](#).
- Excess data usage beyond your monthly allowance. Data bolt-ons will be activated automatically and 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 is billed at \$5 per GB block.
- Satellite calls and call diversions.
- International roaming daily pack: \$6 per day, including 5GB of data, 3,000 minutes of calls and 3,000 SMS in Zone 1 destinations. The \$6 fee applies for each day of your nominated roaming period, from start date to end date, regardless of usage. Using up any allowance within a day triggers a further Daily Pack for that day. Request roaming through your E.Tel online account, on 1300 383 588 or at support@etel.com.au. Roaming depends on network availability, is not available in Zone 2 except in exceptional circumstances, and E.Tel may decline requests. Warning: charges outside the Daily Pack can be very high (Zone 2 data is \$3000/GB), ensure data roaming is off whilst in Zone 2 countries. See <https://www.etel.com.au/international-roaming> for the current Zone 1 and Zone 2 destinations.
- Premium SMS services and social media SMS alert services.
- 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.

Monitoring your usage

- SMS notifications will be sent to you when you have used up 50%, 85%, and 100% of your data allowance. E.Tel may send additional usage notifications at other usage thresholds.
- 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 service items, and longer for other items such as international 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

Termination: You can request to terminate your service online www.etel.com.au/account at any time. 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 paid accordingly. There is no fee for termination. We may also terminate your service at any time at our discretion with 30 days written cancellation notice.

New number policy: If you applied for a new number with E.Tel, a \$20 Number Fee applies if you port the number to another provider within 6 months. This fee does NOT apply if you ported your existing number in to E.Tel, if the service has been active with E.Tel for 6 months or more, or if you disconnect the service instead of porting it.

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 7 days, your account and mobile number may be disconnected and you may permanently lose access to 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.

Support or complaints: Should you wish to access E.Tel's official complaints handling process please go www.etel.com.au/policy.

E.Tel Customer Support Team	Telecommunications Industry Ombudsman
If you have any questions, feedback, complaints, or need to report a scam, contact our support team via the details below. Live chat: etel.com.au Email: support@etel.com.au Phone: 1300 383 588	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: 1800 062 058 Fax: 1800 630 614