Critical Information Summary

Value Plan 30GB/55GB/120GB 5G (Monthly) 3 month promo

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. All pricing is inclusive of GST unless otherwise stated.

Comparison Table	Value Plan 30GB 5G	Value Plan 55GB 5G	Value Plan 120GB 5G
Promotional rate	$12.50 for first 3 months, then increases from month 4 to $26.90	$15.00 for first 3 months, then increases from month 4 to $30.90	$18.00 for first 3 months, then increases from month 4 to $39.90
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: 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). If you join part-way through a month, that month is charged at the promotional rate pro-rated, and the promotional rate continues into month 4 for the days needed to make up a full 3 months. The promotional rate ends early if you change plan or cancel.

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. Plan change requests are subject to availability and approval at E.Tel's discretion.

****Included 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.

Promotions: This summary may not always reflect all special discounts, bonus data, or promotions, which may apply from time to time. For details on such promotions where applicable, please refer to the relevant page on etel.com.au.

Fair Use Policy applies to all our 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.
- 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 this document.

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 can be monitored through your online account at www.etel.com.au/account or via our E.Tel Mobile app. 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.

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, a $20 Number Fee applies if you port it to another provider within 6 months. This fee does NOT apply if the number was initially ported to E.Tel, was active with E.Tel for 6 months or more, or if you disconnect it instead of porting out.

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 you're not satisfied with how we've handled your complaint, you may consider contacting the Telecommunications Industry Ombudsman. Online: www.tio.com.au/about-us/contact-us Phone: 1800 062 058