

Plan Name	Always \$12 (Monthly)	Always \$22 (Monthly)	Always \$36 (Monthly)
Monthly Fee	\$12	\$22	\$36
Data	<b>6GB</b> (excess data \$5/GB block)	<b>25GB</b> (excess data \$5/GB block)	<b>50GB</b> (excess data \$5/GB block)

### Service Items

Standard national calls (Incl. 13/18/voicemail)	<b>UNLIMITED</b>	<b>UNLIMITED</b>	<b>UNLIMITED</b>
Standard national SMS (up to 160 characters)	<b>UNLIMITED</b>	<b>UNLIMITED</b>	<b>UNLIMITED</b>
Free International Calls to selected countries *	<b>100 minutes</b>	<b>200 minutes</b>	<b>300 minutes</b>

\* Selected international destinations include: 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, 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.

## Terms and Conditions for Always \$12/\$22/\$36 (Monthly)

1. Always \$12/\$22/\$36 Plans (Monthly) are SIM-only postpaid plans which require \$12 / \$22 / \$36 payment in advance for each calendar month billing period. Direct Debit required.
2. Minimum charge is the cost of one full service-period. If you paid a lower fee for the first full service-period due to a promotion, the lower fee is the minimum charge.
3. Data is billed in KB increments. Data usage exceeding your included data allowance is charged at \$5 per GB block (e.g. if you exceeded your data by 100MB, you will be charged \$5).
4. International Call flag fall, Excess International calls to selected countries and all other service items are paid for separately at the end of each billing period. Other service items include, but not limited to, International SMS, MMS, International MMS, International roaming, premium numbers, 15, 19, 123, 1223 number calls, competitions, voting, premium SMS, mobile commerce transactions, etc. International call rates and rates for other service items can be found here: [www.etel.com.au/alwaysplan-monthly](http://www.etel.com.au/alwaysplan-monthly).
5. If your first billing-period is less than one calendar billing month, the associated plan fee and call/data allowances will be adjusted on a pro-rata basis.
6. Special conditions apply to International Voice Roaming. **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).**
7. Unused call allowances by the end of each billing period cannot be carried over to the following billing period.

8. You can monitor your usage at [www.etel.com.au/account](http://www.etel.com.au/account). It is your responsibility to monitor your call/data usages and work out your latest remaining allowance. You are responsible to pay for all usage originating from your SIM, including delayed transaction items. E.Tel will make its every endeavour to retrieve your call data from our network provider for your reference, which may have a delay of up to 48 hours, or more for international calls and international roaming etc. Any abnormally delayed or un-billed usages will still be billed as part of your current service-period.
9. E.Tel reserves all rights to suspend or terminate 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 number service number. In such case, you may request to recover the service number; there is a recovery fee of \$55. If we are unable to recover the service number the recovery fee will be refunded.
10. Your daily usage records and monthly bill is viewable online. If paper bills are requested, a \$2 per month surcharge applies. Specific bill printing requests are \$8 per bill up to 25 pages per application.
11. SIM card replacement handling fee of \$15 applies under all circumstances.
12. All prices listed are GST inclusive. Please visit [www.etel.com.au](http://www.etel.com.au) for the latest rates and specials.
13. **Termination Policy:** A written notice is required before the 15th of each month when a termination of the service is requested. Once the termination request has been confirmed, the service should cease by the end of the month. Any outstanding call and usage charges should be made immediately upon issue of the final bill. Any credit amount on your account will be refunded within 30 days of termination.
14. **Porting Policy:** If you applied for a new number from E.Tel, a port out handling fee of \$20 applies if you request to port out your service to another service provider within 6 months of use. This fee does NOT apply if you disconnect your number.
15. This plan is subject to modification, withdrawal, supplement or amendments and is subject to **E.Tel's Fair Use Policy (e.g. Max daily data usage is 35% of your standard monthly data allowance, etc.), Plan Terms and Conditions, and General Terms and Conditions**. Please visit [www.etel.com.au/policies](http://www.etel.com.au/policies).