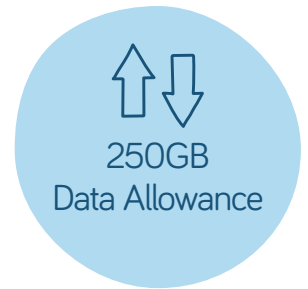


## Critical Information Summary

### Home Wireless Broadband (\$69/month)

Total minimum cost is \$270.37 (including Huawei B525 Modem & \$12.37 set-up fee)



Data usage in Australia	Amount (inc gst)	Included in this plan?
Monthly Data Allowance	250GB	✓
Excess data charges in Australia	\$12 per 10GB block (limit of 5 blocks / total 50GB). Data used beyond 250GB will be shaped to 256kbps.	✗

#### Description of the Service

This is a Postpaid Home Wireless Broadband Service which includes a Data Allowance of 250GB for use within Australia. The service uses the Optus mobile network and provides speeds of up to 12/1 Mbps (download / upload) in areas that can access the 2300MHz spectrum (speeds of up to 5/1Mbps are achievable in other areas).

#### Information about the service

##### Minimum term

This plan costs \$69 a month and is a month-to-month plan. You can leave at any stage with one month's notice.

The minimum total cost is \$270.37 (including a Huawei B525 wifi modem and a \$12.37 Set-Up Fee).

##### Bundling arrangements

You don't need to bundle this plan with any other Jeenee Mobile service.

##### Mandatory goods

This service can only be used with the supplied Huawei B525 wifi modem. The SIM card cannot be taken out of this modem and used with a different device.

##### Special promotions and value added services

This summary doesn't include any special promotions or extra value added services (bolt-ons) that you select whilst you have this plan.

##### Your monthly data allowance

250GB - where 1GB (Gigabyte) = 1,000MB (Megabytes). Your unused Monthly Data Allowance expires each month. Once you've used your monthly Data Allowance of 250GB the speed of your service will be shaped to 256kbps and

you'll be charged for excess data usage at a rate of \$12.00 per 10GB billed in increments of 10GB. Data usage includes uploads and downloads. A maximum of 5 x 10GB Data Top-ups can be applied per month. Should your usage exceed 300GB (250GB plus 5x10GB Top-ups) your service will be restricted. Please note that any service restriction will occur subject to network delays (which may take up to 24 hours) and you will be charged for any excess usage in excess of 300GB at a rate of \$0.002 per MB.

Your plan doesn't include any call or SMS allowance. Data used prior to your first bill, or resulting from changes to your plan mid-month, will be charged pro rata.

##### Jeenee Mobile Fair Use Policy

The Jeenee Mobile Fair Use Policy applies to 'unreasonable use', 'unacceptable use', 'commercial purpose use', 'non-personal use' and 'non-ordinary use' of this plan.

For further details visit [jeenee.org.au/policies](http://jeenee.org.au/policies)

## Information about pricing

### Minimum monthly charge

\$69 per month.

### Hardware Cost

This service is supplied with a Huawei B525 wifi modem. The cost of the modem is \$189.00 which must be paid upfront.

### Set-up fee

You must pay a \$12.37 set-up fee with this plan. Any additional services to the same account will incur a \$12.37 set-up fee each.

### Cancellation fees

There are no cancellation fees.

### Data usage

Data will be counted in kilobytes, and includes both uploads and downloads. After you've used your included Data Allowance, you'll be charged for excess data usage at a rate of \$12.00 per 10GB Top-Up billed in increments of 10GB. Your unused Monthly Data Allowance expires each month. Once you've used your monthly Data Allowance of 250GB the speed of your service will be shaped to 256kbps and you'll be charged for excess data usage at a rate of \$12.00 per 10GB billed in increments of 10GB. A maximum

of 5 x 10GB Data Top-ups can be applied per month. Should your usage exceed 300GB (250GB plus 5x10GB Top-ups) your service will be restricted. Please note that any service restriction will occur subject to network delays (which may take up to 24 hours) and you will be charged for any excess usage in excess of 300GB at a rate of \$0.002 per MB.

### Payment processing fee

This plan must be paid via Direct Debit from a nominated credit card. An active credit card authority must be maintained on your account at all times. otherwise a Non-Direct Debit Fee of \$2.00 per month may be charged. A payment processing fee of 1.06% is applicable for all payments made via Mastercard or Visa. If you pay your invoice prior to the due date by Mastercard or Visa no processing fees will be charged. If you pay by BPay you may be charged a \$1.00 BPay Fee (per payment). For details see our Consumer Terms at [jeenee.org.au/terms-and-conditions](http://jeenee.org.au/terms-and-conditions)

### Invoice fees

All Jeenee Mobile bills will be available online or sent to you to a nominated email address. You will not be charged to receive bills in this way. Jeenee Mobile does not offer a paper bill.

## Other information

### Tracking your spend

We'll provide you with SMS usage alerts once you've reached approximately:

- 50%, 70%, 85% and 100% of your Data Allowance
- When you reach 100% of your Data Allowance, the speed of your service will be shaped to 256kbps and you'll be charged for excess data usage at a rate of \$12.00 per 10GB Top-Up (for a maximum of 5 x 10GB Top-Ups).

**Please note** that Jeenee Mobile receives information regarding usage of your included Data Allowance up to 24 hours after you accrue it.

Therefore we may not be able to immediately warn you about heavy usage. You can also monitor your unbilled usage by:

- Viewing your account at [jeenee.org.au/myjeeneemobile](http://jeenee.org.au/myjeeneemobile)
- Download the Jeenee Mobile Usage Monitor at [jeenee.org.au/apps](http://jeenee.org.au/apps)

### Using your service overseas

Your included value is for use in Australia only. You cannot use your included value and data if you are overseas.

### Customer Service

You can call the Jeenee Mobile HELP Centre on **1300 054 631** for free from your Jeenee Mobile for service on your account balance, usage status, payment details and other information.

### Customer complaints

You can contact our complaint resolution area by calling us on **1300 054 631**. We encourage you to contact us first so that we can try to resolve your complaint straight away.

If you're not happy with the outcome, you may also contact the Telecommunications Industry Ombudsman on **1800 062 058**.

This is a summary only – the full Terms and Conditions for this plan can be found at [jeenee.org.au/terms-and-conditions](http://jeenee.org.au/terms-and-conditions)